

## **HEALTH AND SENIOR SERVICES IN MISSOURI: A CONTINUING TRADITION**

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents were not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Gov. John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02, signed on Jan. 5, 2001, by Gov. Roger Wilson, transferred the Division of Aging to the Department of Health effective Aug. 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to focus more effectively on prevention and quality of life for all Missourians.

## **State Board of Health and Senior Services**

The Department of Health and Senior Services protects and promotes quality of life and health for all Missourians by partnering with other agencies and organizations, developing and implementing programs and systems that provide: information and education, effective regulation and oversight, quality services and surveillance of diseases and conditions. The State Board of Health and Senior Services advise the department director in planning for departmental activities and acts in an advisory capacity regarding rules promulgated by the Department of Health and Senior Services. Board members are appointed by the governor. The director of the department, appointed by the governor with the advice and consent of the Senate, is the chief liaison officer of the department for joint efforts with other governmental agencies and with private organizations that conduct or sponsor programs that relate to public health in Missouri.

## **DEPARTMENT DIRECTOR'S OFFICE**

The department director is responsible for the management of the department and the administration of its programs and services. The department deputy director assists the director and acts in his or her absence. The division of administration and the offices of general counsel, governmental policy and legislation, human resources, minority health, primary care and rural health, dental health, public information and women's health, report to the director.

Telephone: (573) 751-6002

## **OFFICE OF GENERAL COUNSEL**

This office:

- Provides legal counsel to all departmental divisions.
- Assists the department in complying with the Health Insurance Portability and Accountability Act (HIPAA).
- Litigates various regulatory and licensure actions before hearing officers, at the Administrative Hearing Commission and in circuit court.
- Pursues guardianships for eligible adults.
- Coordinates with the attorney general's office regarding litigation involving the department.
- Provides training on legal issues for department employees.

Telephone: (573) 751-6005

The Employee Disqualification List Unit is within the Office of General Counsel and:

- Maintains the Employee Disqualification List.
- Processes requests from health care providers for access to the Employee Disqualification List automated checking systems.
- Provides technical support to users of the automated checking systems.

Telephone: (573) 522-1119

## **OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION**

This office:

- Coordinates the development, review and tracking of public health-, health- and senior services-related state legislation.
- Reviews federal legislation for its impact on department policy and programs.
- Serves as the departmental liaison between elected officials, other state agencies and constituent groups.
- Provides research about policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

## OFFICE OF MINORITY HEALTH

The Office of Minority Health monitors programs in the Missouri Department of Health and Senior Services for their impact on the health status of minority populations across Missouri.

**Vision:** Missouri is a state where cultural diversity is embraced and valued, where communities of color thrive, free of socioeconomic and cultural disparities.

**Mission:** Eliminate health disparities and improve health outcomes through assertive leadership, active advocacy support and visible interaction with minority communities in Missouri.

This office:

- Monitors programs in the Missouri Department of Health and Senior Services for their impact on decreasing disparities in health status among African-American, Hispanic/Latino, Native American and Asian populations.
- Advises the Missouri Department of Health and Senior Services director on health issues that affect minorities.
- Provides staff resources and minority health information to the Missouri Department of Health and Senior Services' Minority Health Advisory Committee.
- Promotes the development of community coalitions and resources across Missouri.
- Provides technical support for the design of culturally appropriate health messages.
- Coordinates the development of culturally sensitive health educational programs designed to reduce the incidence of disease among minority populations across Missouri.
- Addresses new issues impacting the health of minorities.
- Assists in analyzing federal and state legislation for its impact on the health status of minorities in Missouri.
- Provides technical assistance to community and faith-based organizations to implement HIV/AIDS initiatives targeted to minority populations in Missouri.
- Assists Missouri Department of Health and Senior Services' personnel with cultural competency awareness and sensitivity.
- Assists in the design, development and review of Missouri Department of Health and Senior Services programs that impact the health status of minorities.
- Assists community minority health organizations throughout Missouri by identifying available funding for health programs through public and private grants and promoting coalition and community development resources.

Telephone: (573) 751-6064

## OFFICE OF DENTAL HEALTH

The Office of Dental Health provides a broad range of core public health activities aimed at improving oral health in Missouri. It also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public.

This office:

- Provides preventive services.
  - The Preventive Services Program (PSP) is an evidence-based fluoride varnish and oral health education program that serves more than 91,000 children per year.
  - The Office of Dental Health provides supplies and technical assistance to schools, day care centers and Head Starts that participate.
  - Oral health screenings are conducted by volunteers from the dental profession and children identified as having a need for follow-up care are referred to local providers.
- Provides dental care to adults and children with developmental disabilities through the Elk's Mobile Dental Program.
  - The Office of Dental Health works with Truman Medical Centers and the Elk's Benevolent Trust to bring a mobile dental unit to underserved areas, particularly in rural communities and provide specialized dental care on-site.
- Provides dental care to people with disabilities, who are elderly or medically fragile and cannot afford dental care through the Donated Dental Services Program.
  - The Office of Dental Health works with the Dental Lifeline Network to bring volunteer dentists and dental laboratory services to people who may not be able to afford and have access to those services.
- Oversees the Teledentistry Program.
  - Initiated in 2019, the program provides education to dentists and hygienists throughout the state on this innovative approach to bringing dental services to people who may not have access.
  - The program provides start-up funds to selected dentists to begin teledentistry services to serve people in underserved areas and to educate on the importance of dental sealants.
- Oversees the WIC Varnish Program.
  - Initiated in 2019, the program provides funds to selected Local Public Health Agencies to apply fluoride varnish to the teeth of WIC and non- WIC children.
  - The Local Public Health Agencies also provide education to those children and their caregivers on the importance of proper dental hygiene.
- Oversees the Community Water Fluoridation Program, which is the addition of fluoride to Community Water Systems.
  - Initiated in 2019, the program provides education to local leaders and members of the general public on the importance of achieving and maintaining the optimal level of fluoride in the community water systems.
- Oversees the School Based Dental Sealant Program
  - Initiated in 2019, the program contracts with dental providers to educate, promote and apply dental sealants to children in high-risk schools.
- Supplies educational materials for outreach at health fairs, dental clinics, health centers and local health departments on a wide variety of oral health topics.

- Provides support of community water fluoridation through training, technical assistance and education.

Telephone: (573) 751-5874

## **OFFICE OF PUBLIC INFORMATION**

The Office of Public Information coordinates the public relations and media messages released by the Department of Health and Senior Services, including media contacts and information in response to inquiries from other agencies and the public.

This office:

- Prepares and distributes news releases and reports of department activities.
- Maintains relationships with the state's media and responds to inquiries from the media, legislators and the public.
- Designs and edits the department's many publications, including newsletters, brochures and pamphlets for every program and division.
- Oversees the department's website, [health.mo.gov](http://health.mo.gov).
- Maintains the department's social media messages to stakeholders and the public.
- Counsels other units of the department about the communication aspects of public health and senior services programs and assists them in designing their publications and audiovisual material.
- Provides video services that are used statewide to promote the department.
- Promotes the department's health education programs to help reduce the impact of chronic disease on Missourians.

Telephone: (573) 751-6062

## **STATE PUBLIC HEALTH LABORATORY**

The Missouri State Public Health Laboratory (MSPHL) is dedicated to promoting, protecting and partnering for health by delivering quality public health laboratory services. These services include laboratory testing for infectious diseases, genetic disorders and environmental concerns, both in support of public health programs and as a reference laboratory performing confirmatory or specialized procedures. The MSPHL provides scientific expertise and managerial leadership to meet the challenges in clinical and environmental laboratory disciplines and in the development of public health policy. Annually, more than 7 million tests (many required by law) are performed by the MSPHL.

The following units within the division carry out these responsibilities.

### **ADMINISTRATION**

- Provides laboratory leadership and personnel management.
- Develops and maintains Laboratory Quality Systems.
- Ensures CLIA (Clinical Laboratory Improvement Act), ISO (International Organization for Standardization) and other regulatory compliance.
- Manages procurement contracts, purchase requests and invoice payment.
- Manages revenue generating contracts, fee collection, medical claims submissions.
- Manages federal grants process.
- Performs cost analyses, legislative reviews and fiscal-note preparation.
- Prepares budget, expenditure and other special reports.

Telephone: (573) 751-3334

### **Informatics Unit**

- Manages/maintains Laboratory Information Management System (LIMS) which provides management of samples from receipt, quality control, analysis and reporting of results.
- Manages/maintains the OpenELIS Web Portal which provides submitters immediate access to their laboratory results.
- Process/maintain MOA's for access to the OpenELIS Web Portal.
- Manages electronic reporting of results to submitters via HL7 messaging.
- Manages instrument interfaces that connects laboratory instruments to the LIMS for direct result ingestion.
- Plans for future informatics needs at the laboratory.

#### **POST ANALYTICAL REPORTING TEAM**

- Enters provider, patient and demographic information for all specimens and samples into various Laboratory Information Management Systems (LIMS).
- Captures, records and archives the clinical demographics and results of each sample and specimen submitted for testing.
- Completes additional quality assurance checks on each test result prior to dissemination.
- Works closely with testing units and liaises with providers to assure accurate and timely recording and dissemination of results.

- Provides laboratory support to technical areas of the laboratory by assisting in specimen accessioning, preparation and disposal.

Telephone: Informatics Unit: (573) 522-9560

Post Analytical Reporting Team: (573-751-3334

### **CENTRAL SERVICES AND ACCESSIONING UNITS**

- Prepares glassware for use in various testing units.
- Sterilizes and disposes of biological waste.
- Receives and stores general testing supplies.
- Assembles and ships specimen kits and COVID testing supplies to hospitals, laboratories and public health offices for the submission of laboratory specimens.
- Monitors and tracks the statewide courier-system activities.
- Receives, accessions and processes laboratory samples.

Telephone: (573) 751-4830

### **CHEMISTRY UNIT**

- Conducts lead analysis for Missouri's Childhood Blood Lead Program.
- Performs various inorganic and organic chemical analyses on private water supplies.
- Conducts heavy metal analyses on samples obtained from household plumbing supplied by public water.
- Conducts lead analysis on soil, water, paint and dust wipes collected from homes of children with elevated blood-lead levels.
- Conducts analyses of human clinical samples for various chemicals collected in response to a chemical terrorism event or a chemical exposure.
- Conducts analyses of food samples for chemical and radiological contamination.

Telephone: (573) 751-3334

### **LABORATORY PREPAREDNESS, EDUCATION AND SAFETY UNIT**

- Develops preparedness and response plans for MSPHL.
- Maintains a comprehensive safety program for MSPHL and other laboratories.
- Coordinates with federal agencies to participate in the National Laboratory Response Network (LRN).
- Established and maintains the Missouri Laboratory Response Network (MOLRN).
- Provides direction, coordination and oversight of the laboratory's portion of the Centers for Disease Control and Prevention's Public Health Emergency Preparedness (PHEP).
- Coordinates with external partners to provide integrated laboratory services and response to emergencies, natural or intentional.
- Develops outreach and training activities for clinical laboratories, local public health agencies and first responders.



Telephone: (573) 522-1444

### **ENVIRONMENTAL BACTERIOLOGY UNIT**

- Tests public and private water, drinking water supplies, irrigation and recreational waters for the presence of total Coliform and *Escherichia coli* bacteria.
- Conducts surveillance and response testing of food samples for bacterial contamination.
- Inspects and approves water and milk testing laboratories.
- Tests environmental and food samples for biological terrorism agents.
- Performs Legionella testing in support of outbreak response.

Telephone: (573) 751-3334

### **IMMUNOLOGY UNIT**

- Performs syphilis testing to detect Treponemal antibodies.
- Performs HIV testing to detect HIV-1 and/or HIV-2 infection.
- Performs Nucleic Acid Amplification testing on urine and swab specimens for *Chlamydia trachomatis* and *Neisseria gonorrhoeae*.

Telephone: (573) 751-3334

### **NEWBORN SCREENING UNIT**

- Performs laboratory screening on dried blood spot samples for more than 70 mandated genetic, metabolic and endocrine disorders on all infants born in Missouri so that early detection and intervention can help prevent disabilities and deaths in infants with these disorders.

Telephone: (573) 751-2662

### **MICROBIOLOGY UNIT**

- Examines samples for the presence of enteric pathogens such as *Salmonella*, *Shigella*, *Campylobacter*, *Vibrio cholerae* and toxigenic *Escherichia coli* (i.e. *E. coli* O157:H7)
- Provides confirmation and speciation of blood parasites from positive blood smears.
- Identifies hazardous pathogenic bacteria that cause certain reportable diseases or conditions for the state of MO.
- Examines samples for the presence of *Bordetella* species such as *Bordetella pertussis* (whooping cough).
- Serves as an advanced reference laboratory for detection and the identification of bacterial bioterrorism agents.
- Tests and disseminates phenotypic and genotypic surveillance data on infectious bacteria to aid in public health investigations.
- Examines clinical samples and reference cultures for the presence of mycobacteria including AFB smear and culture, identification, and susceptibility testing and genotyping for *Mycobacterium tuberculosis* complex.
- Performs molecular based antimicrobial susceptibility for *Mycobacterium tuberculosis* complex

targeting genes conferring drug resistance.

Telephone: (573) 751-3334

## **VIROLOGY UNIT**

- Conducts Hepatitis A IgM and Hepatitis B serology testing to identify cases of viral Hepatitis.
- Conducts Arbovirus IgM testing for West Nile, St. Louis Encephalitis, Dengue, Chikungunya, and related Arboviruses.
- Examines animal brain tissue for the presence of the rabies virus.
- Provides virus culture testing of circulating viruses such as: Parainfluenza, Adenovirus, Enteroviruses, Mumps, Varicella Zoster, RSV, and Cytomegaloviruses.
- Performs Measles IgM and Rubella IgM serology for diagnostic and epidemiological purposes.
- Provides referral service for testing of exotic or unusual diseases where testing may not be commercially available.
- Performs SARS-CoV-2 IgG serology testing on approved samples.
- Performs whole-blood Interferon Gamma Release Assay to aid in the diagnosis of *Mycobacterium tuberculosis* infection.

Telephone: (573) 751-3334

## **MOLECULAR UNIT**

- Performs Real-Time Polymerase Chain Reaction (RT-PCR) to identify causes of bacterial and viral gastroenteritis, respiratory infections, rash illnesses, and mumps.
- As a member of the Laboratory Response Network (LRN), performs rapid testing for the detection and identification of bacterial and viral agents of bioterrorism as well as RT-PCR testing for Middle-Eastern Respiratory Syndrome Coronavirus (MERS-CoV), Ebola Virus and other emerging disease agents.
- As a member of PulseNet USA, performs “DNA fingerprinting” of bacteria that cause foodborne illness by Whole Genome Sequencing to detect and define foodborne outbreaks.
- Performs diagnostic RT-PCR testing for SARS-CoV-2 (COVID-19) and performs SARS-CoV-2 variant virus surveillance by Whole Genome Sequencing in order to detect variants of concern or interest.
- Performs screening for Severe Combined Immunodeficiency (SCID) and Spinal Muscular Atrophy (SMA) for all infants born in Missouri.
- Performs real-time PCR testing to identify genes that impart antibiotic resistance in carbapenem-resistant *Enterobacteriaceae* (CRE) isolates.
- Develops and applies new technologies for Whole Genome Sequencing.

Telephone: (573) 751-3334

**BREATH ALCOHOL UNIT**

- Maintains and proposes amendments to Missouri's administrative regulations for blood alcohol testing.
- Maintains public records of breath and blood testing, permits and equipment maintenance.
- Provides research and scientific support, including conducting trainings, giving presentations and providing expert testimony on interpretation of test results.

Telephone: (573) 840-9734

## **DIVISION OF ADMINISTRATION**

The Division of Administration provides fiscal and administrative support to all department units. Services include budgeting, accounting, expenditure control, procurement, grants/contract administration, personnel, general and building services, and continuous improvement operational excellence initiatives.

### **DIRECTOR'S OFFICE**

This office:

- Oversees division operations.
- Works collaboratively with division and center staff concerning fiscal, budgetary or general support service matters.
- Reviews and approves all contracts, participation agreements, memorandums of understanding and grant applications issued by the department.
- Reviews and approves all financial and procurement policies issued by the department.
- Develops the department's indirect cost plan.
- Develops the department's internal control plan.
- Develops the department's chart of accounts.
- Serves as a department liaison to the State Auditor's Office and the Small Business Regulatory Fairness Board.
- Reviews subrecipient audit reports for financial and administrative compliance, and manages the collection and review of business management assessment forms.
- Provides technical assistance to programs concerning contract monitoring and granting requirements.

Telephone: (573) 751-6014

## **BUDGET SERVICES AND ANALYSIS BUREAU**

This bureau:

- Coordinates and prepares the department's legislative and leasing budget requests.
- Serves as a department liaison to executive and legislative budget staff.
- Monitors progress of the departmental budget through legislative action and assists with administering the budget after passage by the legislature.
- Prepares reports showing year to date expenditures, projected lapse amounts, etc. to help ensure financial accountability.
- Consults with department program staff on budget issues such as the reserve target, expenditure restrictions, etc.
- Coordinates the department fiscal note and initiative petition processes.
- Serves as a department liaison to Legislative Oversight Division.

Telephone: (573) 751-6016

## **FINANCIAL SERVICES BUREAU**

This bureau:

- Coordinates department-wide financial activities.
- Prepares and maintains financial reports on all federal grants.
- Manages the receipt of all funds and ensures timely deposit with the Department of Revenue.
- Oversees procurement of supplies, materials, equipment and services.
- Reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.
- Administers the fixed assets accounting system.
- Develops financial and procurement policies, procedures and training.
- Provides security access to the SAM II financial system.

Telephone: (573) 751-6024

## **GENERAL SERVICES BUREAU**

This bureau:

- Manages leased property.
- Manages department-owned vehicles.
- Provides warehouse services.
- Manages telecommunications equipment and services.
- Manages building security/access cards.
- Provides mail services.
- Coordinates forms management and printing services.
- Oversees relocations/reconfigurations statewide for department services.
- Distributes health-related materials upon request.
- Performs equipment surplus functions for the department.
- Serves as a department liaison in safety; OA carpool fleet and recycling.
- Provides receptionist support on the Wildwood campus.

Telephone: (573) 751-6040

## **OFFICE OF HUMAN RESOURCES**

The Office of Human Resources provides human resource management services and support for the Department of Health and Senior Services.

This office:

- Assures the department's compliance with employment law.
- Establishes and maintains the department's position classification system.
- Administers functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, personnel records maintenance and related activities and assists to managers and supervisors in these areas.

- Assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action and provision of services.
- Investigates and monitors internal/external complaints as well as union grievances.
- Coordinates and conducts professional development opportunities for DHSS staff to include new team member orientation and mandatory training for team members.
- Coordinates recruitment efforts by attending career fairs and specialized advertising of vacancies through various online job boards and employment sources.
- Coordinates the department's internship program and placements.
- Coordinates team member award and recognition programs.
- Provides advice and expertise to stakeholders on workforce management, strategic planning, accreditation and organizational change/development issues.
- Coordinates distance-learning programs and development of online training courses.
- Provides relation services.
- Coordinates issues relating to unions.
- Revises and develops DHSS' administrative policies.

Telephone: (573) 751-6059

## **OFFICE OF PERFORMANCE MANAGEMENT**

This office:

- Increases the efficiency and effectiveness of Missouri's public health system through performance management.
- Enhances the readiness of state and local public health partners to prepare and successfully apply for national accreditation through the Public Health Accreditation Board.
- Institutionalizes a culture of continuous quality improvement and fluid adaptation to change.
- Administers the Operational Excellence (Op Ex) team promoting continuous improvement throughout the department with a focus on Lean Six Sigma working across the department identifying areas which could benefit from a lean process. The office is responsible for communicating with the division directors on project status and coordinating team throughout the project process.

Telephone: (573) 751-6016

# **DIVISION OF COMMUNITY AND PUBLIC HEALTH**

## **DIRECTOR'S OFFICE**

### **MISSOURI HEMP EXTRACT REGISTRATION PROGRAM**

The Missouri Hemp Extract Registration Program issues Missouri Hemp Extract Registration cards that allow Missourians with intractable epilepsy to lawfully possess and use hemp extract for treatment of the epilepsy. Applicants must submit appropriate application forms and identification, along with a form completed by a neurologist licensed in the state of Missouri certifying the medical condition of intractable epilepsy and use of the hemp extract. Registration cards are valid for one year and allow the individual to obtain hemp extract through an entity licensed by the Missouri Department of Agriculture. There is no fee for the registration card.

Telephone: (573) 522-8329

### **PUBLIC HEALTH INFORMATION NETWORK**

The Public Health Information Network (PHIN) is a national initiative, developed by the [Centers for Disease Control and Prevention](#) (CDC), to advancing fully capable and interoperable information systems in public health organizations PHIN establishes and implements a framework for public health information systems. PHIN directs the development and implementation of program initiatives to support new or expanded processes, guidelines, requirements and regulations related to information exchange. The initiative also facilitates the cross-functional efforts to identify, document, and implement process and infrastructure/technology improvements. PHIN operates in coordination with health care providers, state and local public health agencies, and federal authorities.

Eligible Providers and Eligible Hospitals report public health data as part of multiple Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs. By meeting a set number of measures related to their EHR, providers and hospitals are able to attest for incentive payments from the Center for Medicare and Medicaid Services (CMS) Office of the National Coordinator (ONC). The Missouri Department of Health and Senior Services (DHSS) is the state Public Health Authority (PHA) and is capable of accepting HL7 messages for immunizations, syndromic surveillance, electronic laboratory reporting and cancer registry reporting.

Telephone: (573) 526-4276

### **OFFICE OF EMERGENCY COORDINATION**

This office:

- Provides direction, coordination and oversight of Missouri's portion of the Public Health Emergency Preparedness (PHEP) and Hospital Preparedness Program (HPP) grants, including assuring requirements for funding are sustained.
- Assures consistency and coordination of state and local public health plan development and public health emergency response for bioterrorism, pandemic and other public health emergencies and assures consistency and coordination among local, state and federal partners. Provides direction

and technical assistance to health care providers, including hospitals, community health centers, trauma centers, LPHAs, healthcare coalitions, etc., regarding preparedness for pandemic influenza, bioterrorism, surge capacity and mass fatalities; may be disseminated through the Health Notification System (MO-HNS).

- Maintains the public health Emergency Response Center (ERC), which can be quickly activated and fully staffed to function as a public health emergency operations center in a disaster. During non-threatening times, ERC staff maintains situational awareness on a national, state and local level by monitoring Web-based systems and media and through communications with emergency response partner agencies. The Public Health Emergency Hotline's toll-free number, (800) 392-0272, is answered 24 hours a day, seven days a week.
- Provides command, control and direction for the state's Emergency Support Function 8 (ESF-8) Health and Medical response in public health emergencies. Working in conjunction with the State Emergency Operations Center, the office provides situational assessments, coordinates resource requests and activates response staff and operations.

OEC Telephone: (573) 526-0219

Telephone: (573) 751-5152 or (800) 392-0272 (24/7)

## **OFFICE OF FINANCIAL AND BUDGET SERVICES**

The Office of Financial and Budget Services (OFABS) provides leadership and oversight of fiscal management systems for the division. It serves as the primary contact for the division's programs and operations on fiscal issues. The office provides leadership in the development of the division's budget and assures that fiscal resources contribute positively to the achievement of the division's strategic goals. In addition, the office provides training to programs in all aspects of fiscal management, including budget, grant preparation and management, expenditure tracking, contracts, contract monitoring and purchasing and procurement.

Telephone: (573) 526-0219

## **CENTER FOR LOCAL PUBLIC HEALTH SERVICES**

The Center for Local Public Health Services (CLPHS) works to strengthen Missouri's public health system of 115 local public health agencies (LPHAS) and emergency preparedness and response. It is responsible for 238 contracts and participation agreements with LPHAs, including state investment in local public health services, and Opioid Crisis Response.

Center staff provides leadership, training and technical assistance to local public health agencies, which in turn assists communities, not-for-profit organizations and other health-related key stakeholders regarding the development of processes that improve community-based public health systems.

This office:

- Manages regularly scheduled meetings to facilitate dialogue with the Department of Health and Senior Services'.
- Provides orientation, training, and technical assistance opportunities on a variety of topics to local public health agencies and governing boards.



- Identifies and coordinates professional development opportunities for current and future public health workforce.
- Collaborates with the Missouri Institute for Community Health and the Office of Performance Management to implement and maintain the voluntary accreditation program for local public health agencies.
- Facilitates initiatives to strengthen the public health system.
- Coordinates the State Mutual Aid Agreement for local public health agencies.

Telephone: (573) 751-6170

## **OFFICE OF RURAL HEALTH AND PRIMARY CARE**

The Office of Rural Health and Primary Care (ORHPC) facilitates access to quality primary health services for all Missourians. To achieve this, the two partner offices collaborate on a multitude of projects and administer programs that serve and support communities, health care providers, critical access hospitals, federally qualified health centers, rural health clinics, and small rural hospitals.

### **STATE OFFICE OF RURAL HEALTH**

The State Office of Rural Health (SORH) serves rural communities by collecting and disseminating information, providing technical assistance to stakeholders, and coordinating rural health interests and activities statewide.

- Provides support to Critical Access Hospitals to implement or expand quality improvement programs and develop rural health networks with the hospitals' community/health system partners through the Medicare Rural Hospital Flexibility (FLEX) Program.
- Provides funds to small rural hospitals in collaboration of their efforts to achieve financial and operational improvements through the Small Rural Hospital Improvement Program (SHIP).
- Contracting with state and federal agencies, universities, private interest groups, communities, foundations, and local health centers to develop rural health initiatives and maximize the use of existing resources.
- Maintains a web based directory of health care resources available in Missouri.
- Publishes the Health in Rural Missouri Biennial Report, which reports on activities and recommendations regarding rural health in Missouri.

Telephone: (573) 751-6441

## **PRIMARY CARE OFFICE**

Through public/private partnerships, the Primary Care Office (PCO) works to ensure access to and availability of primary health care services for all of Missouri's populations.

- Manages Missouri's Health Professional Shortage Area (HPSA) designations. This includes working to increase access to care by evaluating the availability and accessibility of medical, dental, and mental health professionals and developing resources to enhance and expand community-based health care delivery systems.

- Provides financial incentives for licensed primary care physicians, general practice dentists, and psychiatrists who are employed in HPSAs through the Health Professional State Loan Repayment Program.
- Promotes the development and implementation of early recruitment programs for health professional students, especially for students from rural and underserved communities in Missouri through the Primary Care Resource Initiative for Missouri (PRIMO) Student Loan Program. Educational loans are provided to health professional students in exchange for a service obligation to provide primary health care services in underserved areas upon completion of training.
- Provides financial support for nursing students and nursing professionals in exchange for a service obligation in a Missouri underserved area through the Professional and Practical Nursing Student Loan (NSL) and Loan Repayment Programs (NLRP).
- Coordination of the site application process for the National Health Service Corps (NHSP).
- Conducting a Statewide Primary Care Needs Assessment.
- Administration of the Conrad State 30/J-1 Visa Waiver Program and National Interest Waiver Program.
- Administers state funding for the Area Health Education Centers (AHEC) program.
- Providing technical assistance to entities interested in expanding access to primary care services.

Telephone: (573) 751-6441

## SECTION FOR WOMEN'S HEALTH

The Section for Women's Health (SWH) directs programs focused on improving health outcomes for women. The section provides leadership for the assessment and development of plans and policies and the implementation of evidence-based approaches to assist with decreasing maternal mortality. In addition, the section administers statewide programs that provide early screening and detection of breast and cervical cancer and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity and poor diets).

The Missouri Women's Health Council informs and advises the department regarding women's health risks, needs and concerns, and recommends potential strategies, programs, and legislative changes to improve the health and well-being of all women in Missouri.

Websites: <https://health.mo.gov/womenshealth>  
<https://health.mo.gov/living/families/womenshealth/whc.php>

Telephone: 573-522-2841

**Title V Maternal Child Health Services Block Grant** Missouri receives Title V Maternal and Child Health (MCH) Block Grant funding from the MCH Bureau of the U.S. Health Resources and Services Administration for improving the health of women of childbearing age, infants, and children one to nineteen years of age. The Title V Program encompasses DHSS programs and staff (including the MCH Services and Child Care Health Consultation (CCHC) programs), local public health agencies, and numerous private and community partners, and Title V resources are allocated through partnerships and

collaboration across a number of programs and initiatives at the local, regional and state levels to address the identified priority MCH challenges/needs and preventive and primary health services needs of women of childbearing age, infants, children, and adolescents, including children and youth with special health care needs, and their families. The MCH Services Program contracts with the LPHAs to support a leadership role for LPHAs at the local level to build community-based systems and expand the resources those systems can use to respond to priority maternal child health issues. The CCHC Program contracts with the LPHAs to provide health consultation, health issue training, and/or health promotion services to child care providers (CCPs) and the children in their care. The 2020 five-year statewide needs assessment led to the identification of the following five national, and three state priority areas and two overarching principles to be targeted through 2025:

- National Priority Areas:
    1. Improve pre-conception, prenatal and postpartum health care services for women of child bearing age.
    2. Promote safe sleep practices among newborns to reduce sleep-related infant deaths.
    3. Reduce intentional and unintentional injuries among children and adolescents.
    4. Reduce obesity among children and adolescents.
    1. 5. Ensure coordinated, comprehensive and ongoing health care services for children with and without special health care needs.
  - State Priority Areas:
    1. Enhance access to oral health care services for children.
    2. Promote Protective Factors for Youth and Families to Prevent Youth Suicide & Self-Harm.
3. Address Social Determinants of Health Inequities.
- Overarching Principles
    1. Ensure Access to Care, including adequate insurance coverage, for MCH population
    2. Promote partnerships with individuals, families, and family-led organizations to ensure family engagement in decision-making, program planning, service delivery, and quality improvement activities.

## **Extended Women's Health Services Program**

The Extended Women's Health Services Program covers family planning-related services, pregnancy testing, sexually transmitted disease testing and treatment (including pap tests and pelvic exams), and follow-up services covered by MO HealthNet for uninsured women who are 18-55 years of age with a Modified Adjusted Gross Income for the household size that does not exceed 201% of the Federal Poverty Level (FPL).

Website: <https://health.mo.gov/atoz/extended-womens-health-services.php>

Telephone: (573) 526-0445

## **Sexual Violence Prevention Program**

The Sexual Violence Prevention Program focuses on preventing sexual violence perpetration and victimization by using a public health approach to decrease sexual violence risk factors and increase sexual violence protective factors. Contractors implement and evaluate evidence-based sexual violence prevention strategies that include bystander intervention, changing the built environment, and building community connectedness. Additionally, work is focused on strengthening economic supports for women

and families and establishing and revising sexual harassment and violence prevention policies and procedures in the workplace.

Telephone: (573) 526-0445

### **SHOW ME HEALTHY WOMEN**

The Show Me Health Women (SMHW) Program provides free breast and cervical cancer screening and diagnostic services to eligible women age 35 and older. The program's goal is to reduce the mortality rate of breast and cervical cancer for Missouri women. The program, funded by the Centers for Disease Control and Prevention, is for direct health services for low-income Missouri women who are uninsured or underinsured. SMHW also receives general revenue funding and donations to provide services to eligible clients. Most women who are diagnosed with breast or cervical cancer through the program are eligible for free treatment under the Breast and Cervical Cancer Treatment Act.

Telephone: (573) 522-2845

### **WISEWOMAN PROGRAM**

The WISEWOMAN Program goal is to reduce risk factors for heart disease in women in the Show Me Healthy Women Breast and Cervical Cancer Early Detection Program. Only Show Me Healthy Women clients who are low-income, under-insured and age 40 to 64 years old are eligible for WISEWOMAN services. Services include health screenings for heart disease risk factors, such as high cholesterol, high blood pressure, obesity and diabetes. In addition, WISEWOMAN risk counseling and lifestyle education helps women learn to eat healthier, be more physically active and quit smoking in order to reduce their risk for heart disease.

Telephone: (866) 726-9926

### **PREGNANCY ASSOCIATED MORTALITY REVIEW BOARD**

The Pregnancy Associated Mortality Review (PAMR) Program abstracts data on all women who die during pregnancy and up to one year following the end of the pregnancy. The purpose of the PAMR is to examine the medical and non-medical circumstances of these deaths and to identify gaps in services and systems that should be improved to prevent future deaths. The PAMR can also identify strengths in the system of care that should be supported or expanded to improve maternal outcomes.

Website: <https://health.mo.gov/data/pamr/index.php>

Telephone: 573-522-4107

### **PERINATAL HEPATITIS B PROGRAM**

Administration of the statewide Perinatal Hepatitis B case management program in collaboration with local public health agencies to reduce the risk of transmission from pregnant mothers to their infant(s). Services include the identification and monitoring of HBV positive pregnant women to ensure appropriate follow-up, vaccination, and immunity testing.

Telephone: (573) 526-1465

## **SECTION FOR COMMUNITY HEALTH SERVICES AND INITIATIVES**

The Section for Community Health Services and Initiatives (CHSI) directs statewide programs designed to prevent and control chronic diseases for all Missourians and supports the nutritional health of high-risk populations. The section provides leadership for the assessment and development of plans and policies and the implementation of evidence-based approaches to prevent and control cancer and chronic diseases, the leading causes of death in Missouri. In addition, the section administers statewide programs that provide early screening and detection of breast and cervical cancer and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity and poor diets).

These programs are managed through the bureaus of Cancer and Chronic Disease Control and Community Health and Wellness (CHW). In addition, CHSI includes the Bureau of Special Health Care Needs (SHCN). SHCN provides statewide health care support services, including service coordination, for children and adults with disabilities and chronic illness.

Telephone: (573) 522-2806

## **BUREAU OF CANCER AND CHRONIC DISEASE CONTROL**

The Bureau of Cancer and Chronic Disease Control coordinates programs focused on the prevention and control of chronic diseases, such as cancer, arthritis, asthma, heart disease, diabetes, stroke and osteoporosis. In addition, the bureau supports efforts for improving or saving lives through organ and tissue donation and provides home-based respite services for families of those affected with Amyotrophic Lateral Sclerosis (ALS) living in Eastern Missouri. Bureau efforts include public and professional education, coalition development and technical assistance, early detection and diagnostic services, chronic disease management, policy development and maintenance of the organ and tissue donor registry. The bureau employs multiple strategies to improve the health of local communities by enhancing health care access in order to control cancer and chronic diseases.

Telephone: (573) 522-2806

## **COMPREHENSIVE CANCER CONTROL PROGRAM**

The Comprehensive Cancer Control Program partners with many dedicated individuals, professionals and cancer survivors who share expertise, resources and ideas to develop a statewide cancer plan and tackle cancer priorities that are too broad to confront alone. The program and its partners support healthy lifestyles, recommend cancer screenings, educate people about cancer symptoms, increase access to quality cancer care and enhance cancer survivors' quality of life.

Telephone: (573) 522-2896

## **ALS SERVICES**

The Bureau of Cancer and Chronic Disease Control contracts with the St. Louis Regional Chapter of the Amyotrophic Lateral Sclerosis (ALS) Association to provide funds for respite care to the families of persons

with ALS living in the eastern half of Missouri. This will give relief to caregivers to improve quality of life for them and their family member with ALS.

Telephone: (573) 522-2896

### **ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM**

The Missouri Arthritis and Osteoporosis Control Program (MAOP) promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions. MAOP works with a network of regional arthritis centers throughout the state to deliver evidence-based exercise and self-management programs and education.

Telephone: (573) 884-1220

### **ASTHMA PREVENTION AND CONTROL PROGRAM**

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma for people with the disease. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation and providing technical assistance for local control efforts.

Telephone: (573) 522-2896

### **MISSOURI ACTIONS TO PREVENT CHRONIC DISEASE AND CONTROL RISK FACTORS**

The Missouri Actions to Prevent (MAP) Program addresses various chronic disease issues related to health-systems interventions and community clinical linkages. Inclusive in the MAP Program are heart disease, and diabetes prevention strategies addressed through evidence-based intervention implementation, population-based education and policy-system change strategies.

Telephone: (573) 522-2861

### **ORGAN AND TISSUE DONOR PROGRAM**

The Missouri Organ and Tissue Donor Program has two primary purposes. The first is to educate the public and bring awareness to the importance of giving life through organ, eye and tissue donation. The second is to promote and maintain a statewide registry (Donor Registry System or DRS). The Missouri Organ and Tissue Donor Program is committed to saving lives. It provides individuals a means to record their decision to be donors and organ and tissue procurement organizations can access those records as required by law. Statewide and interstate partnerships are essential to Missouri's success.

DRS is a statewide, confidential registry of more than 3.2 million potential organ and tissue donors, available to procurement agencies and the public 24/7 year-round. Registrants have the ability to record or modify their life-saving, life-enhancing decisions or may remove their names from the DRS at any time by downloading and submitting a form.

The program, DRS and outreach activities are funded by voluntary contributions received by driver's license offices in Missouri when an individual applies for a driver's license or an identification card, renews

a motor vehicle license, or purchases an organ donor specialty license plate. Other voluntary contribution avenues include the Missouri State Income Tax Return, the Missouri State Charitable Campaign, or a direct donation to the department.

Organ and tissue donation information, registry enrollment and modification and removal information are available at [www.missouriorgandonor.com](http://www.missouriorgandonor.com).

Telephone: (573) 522-2847 or toll-free (888) 497-4564

### **BUREAU OF COMMUNITY HEALTH AND WELLNESS**

The Bureau of Community Health and Wellness includes programs and initiatives to reduce tobacco use and exposure to secondhand smoke prevent unintentional injuries, reduce teen pregnancies, reduce obesity, and improve the management of children with chronic disease in the school setting. The bureau's programs do this through:

- Professional development opportunities for stakeholders such as child care providers, school food service staff, local public health agencies, and employers;
- Development and dissemination of resources such as implementation toolkits on physical activity in child care, farm to preschool programs, and school tobacco policies;
- Technical assistance and consultation services, including the State School Nurse Consultant, who works with all Missouri school districts;
- Programming such as the Missouri Tobacco Quitline which provides tobacco cessation services including coaching calls and nicotine replacement therapies to eligible callers;
- Contracts to local agencies to implement evidence-based strategies;
- Leadership across state and national organizations to create cohesive strategies to impact change, including leading the Missouri Injury and Violence Prevention Advisory Committee and Council for Adolescent and School Health; and
- Outreach campaigns.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **BUILDING COMMUNITIES FOR BETTER HEALTH (BCBH)**

The goal of the Building Communities for Better Health program is to empower communities to reduce the primary risk factors for chronic diseases: tobacco use, exposure to secondhand smoke, physical inactivity and unhealthy eating. The DHSS partners with local public health agencies to achieve environmental, policy and system changes to support healthy behaviors for schools, worksites and communities. BCBH communities develop data-driven chronic disease prevention plans, implement evidence-based interventions, and sustain their efforts through the expansion of existing partnerships.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **TOBACCO PREVENTION AND CONTROL PROGRAM**

The Missouri Tobacco Prevention and Control Program's vision is a tobacco free Missouri. The Program works to improve health by promoting and supporting tobacco free environments and lifestyles through the following goals: prevent initiation of tobacco use among youth and young adults, promote quitting among youth and adults, eliminate exposure to secondhand smoke, and reduce the impact on populations

disproportionately affected by tobacco. Program staff provide tools, resources, training, support, and technical assistance to youth advocacy groups, community-based coalitions, organizations, and partners on effective strategies to reduce and prevent tobacco use and exposure. The Program also manages the Missouri Tobacco Quitline (1-800-QUIT-NOW or [www.quitnow.net/missouri](http://www.quitnow.net/missouri)), a free service that provides cessation coaching, information and resources on how to quit, and, if eligible, FDA-approved cessation medications to Missouri residents ages 13 and older who want to quit smoking, vaping, or chewing nicotine products.

Telephone: (573) 522-2820

## **Missouri Physical Activity and Nutrition Program (MPAN)**

*Vision: The health and quality of life of Missourians will be significantly improved through healthy eating and active living.*

A variety of factors impact Missourian's health, making it a complex issue to address. Environments can influence people's behaviors and their decisions regarding physical activity as well as food and beverage choices. Therefore, MPAN employs diverse strategies to increase access to healthy foods and safe places to be physically active in a variety of settings. The program provides consultation, education, training, technical assistance, and resources for health and public health professionals, state agencies, community organizations, and other stakeholders. The Missouri Council for Activity and Nutrition assists the Department in identifying program priorities and promoting strategies to create environments that support a healthy weight and reduce chronic diseases. Key strategies are listed below.

### **Nutrition Strategies**

- Increase birthing facilities that achieve the Baby-Friendly and Missouri Show- Me 5 designations.
- Increase Missouri Breastfeeding Friendly Child Care Providers.
- Increase employers recognized as a Missouri Breastfeeding Friendly Worksite.
- Increase the number of worksites and community settings that implement food service guidelines that increase the availability of healthy foods.
- Increase early childhood education (ECE) facilities that improve their nutrition policies and procedures.
- Increase ECEs participating in farm to institution initiatives.

### **Physical Activity Strategies**

- Increase Livable Streets policies and local transportation plans.
- Increase early childhood education (ECE) facilities that improve their physical activity policies and procedures.
- Increase ECE facilities recognized as Missouri MOve Smart Centers.
- Increase worksites promoting physical activity.

Website: <http://health.mo.gov/living/healthcondiseases/obesity/initiatives.php>

Telephone: (573) 522-2820

## **Team Nutrition**

Team Nutrition (TN) supports the state's Child Nutrition Programs through:



1. Training and technical assistance for foodservice staff;
2. Nutrition education for children and their caregivers; and
3. School and community support for healthy eating and physical activity.

### **Current Projects & Resources**

**Growing with MO** provides sub-grants and training to childcare providers to influence the food preferences and eating habits of young children, increase connections between childcare providers and farmers, and increase the variety of fruits and vegetables served to children.

**Culinary Skills Institute-Farm to Preschool** provides hands-on training for childcare staff to help them prepare more fresh fruits and vegetables.

### **Missouri Disability and Health Collaborative**

The Disability and Health Program works to make the state's public health nutrition and physical activity strategies inclusive of people with intellectual disabilities. This occurs through a partnership with the University of Missouri—Kansas City, Institute of Human Development. This program's work is guided by an advisory committee with representation from the public health and disability communities. The program offers training and technical assistance to local communities to increase knowledge and awareness of making strategies inclusive.

Website: <https://www.modhc.org/>

Telephone: (573) 522-2820

### **ADOLESCENT HEALTH PROGRAM**

The Adolescent Health Program (AHP) addresses various adolescent health issues including positive youth development and teen pregnancy prevention. Staff provide consultation, education, training, technical assistance, and resources for health professionals, school personnel, parents, adolescents, state agencies, and community organizations. The AHP coordinates the Council for Adolescent and School Health (CASH) to assist the Department in identifying health priorities and effective strategies to reduce health risks to adolescents, and promoting healthy youth development.

#### **Services**

- Manages the Personal Responsibility Education Program (PREP) Grant, providing comprehensive sexual health and pregnancy prevention programs through contracts with local schools and health departments to high school aged youth.
- Manages the Sexual Risk Avoidance Education (SRAE) Grant, providing sexual risk avoidance (abstinence-based) sexual health and pregnancy prevention programs through contracts with local schools and health departments to middle school aged youth.
- Provides trainings on a variety of adolescent-related topics through direct implementation or sponsorship of partner provided trainings.
- Supports professional development opportunities for schools and LPHAs to increase knowledge of adolescent-related health risks and resources through stipends, conference scholarships, and conference planning.
- Manages the Connect with Me Campaign, which supports the building of adult/child connectedness in an effort to improve the lives of Missouri's youth.

Website: <http://health.mo.gov/living/families/adolescenthealth/index.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **INJURY AND VIOLENCE PREVENTION PROGRAMS (IVPP)**

The IVPP mission is to improve the health of Missourians by preventing and reducing intentional and unintentional injuries. This is done by creating and maintaining an infrastructure that will develop public policy, coordinate injury and violence prevention interventions within DHSS, collaborate and coordinate interventions with other agencies addressing injuries, support the collection and analysis of injury data and conduct ongoing quality improvement and program evaluation activities. Programs implemented by the IVPP include: Safe Kids and the Missouri Injury and Violence Prevention Advisory Committee (MIVPAC).

Website: <http://health.mo.gov/living/families/injuries/index.php>

Telephone: (573) 751-6340

### **SAFE KIDS MISSOURI**

The Injury and Violence Prevention Program provides targeted prevention interventions to children ages 0 to 19 through contracts with 10 local Safe Kids Coalitions. These coalitions provide services in 59 counties and the cities of St. Louis and Kansas City. Services include outreach, education and advocacy around child passenger safety, bicycle safety, fire safety, crib safety, water safety, poisoning and other prevention activities based on community needs. Safe Kids Coalitions conduct Child Passenger Safety training, distribute car seats and booster seats, and assist caregivers in proper installation. They also distribute bike helmets, smoke alarms, carbon monoxide detectors, gunlocks and personal floatation devices at health and safety events, back-to-school fairs and to communities.

Website: <http://health.mo.gov/living/families/injuries/safekids.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **SCHOOL HEALTH SERVICES PROGRAM**

School Health Services (SHS) supports workforce development for school nurses and others working with students in the school setting. SHS hosts an annual Health Office Orientation for new school health staff and a Lead Nurse Workshop to provide an update on new guidelines and resources. SHS' work places emphasis on students with chronic health conditions and/or special health care needs. The program develops and disseminates guidelines for school nurses, school administrators, and parents based upon evidence-based practices. SHS surveys schools (Statewide Staffing Survey, Special Health Care Needs Inventory, and Health Office Outcomes Survey) to identify trends, anticipate needs, and develop resources and training.

#### **Available through the SHS website:**

- Best practice guidelines for managing students at school with asthma, diabetes, seizures, sickle cell, head lice, obesity and life threatening allergies.
- Screening guidelines for vision, hearing and growth, and materials to train support staff.

*Manual for School Health and Medication Administration Guidelines for Training Staff.*

Website: <http://health.mo.gov/living/families/schoolhealth/index.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

Email: [SHS@health.mo.gov](mailto:SHS@health.mo.gov)

## **BUREAU OF SPECIAL HEALTH CARE NEEDS**

The Bureau of Special Health Care Needs (SHCN) coordinates programs and initiatives focused on developing, promoting and supporting community-based systems that enable the best possible health and greatest degree of independence for Missourians with special health care needs. SHCN accomplishes its mission in collaboration with families, health care providers and other community, state and national partners. Bureau programs and initiatives include the Adult Brain Injury Program, the Brain Injury Waiver, the Children and Youth with Special Health Care Needs Program, the Family Partnership Initiative, the Healthy Children and Youth Program, and the Medically Fragile Adult Waiver Program. In addition to these programs and initiatives, SHCN provides funding to Missouri Assistive Technology for the Kids Assistive Technology project, which improves access and reduces barriers for children and youth with special health care needs. SHCN facilitates the Missouri Brain Injury Advisory Council and administers the Federal Traumatic Brain Injury State Partnership Grant. SHCN maintains contracts with multiple local public health agencies to provide service coordination for the Adult Brain Injury Program and the Children and Youth with Special Health Care Needs Program.

SHCN administers the Brain Injury Waiver, the Healthy Children and Youth Program, and the Medically Fragile Adult Waiver Program through cooperative agreements with MO HealthNet.

Website: <http://health.mo.gov/living/families/shcn>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

## **ADULT BRAIN INJURY (ABI) PROGRAM**

The Adult Brain Injury (ABI) Program assists Missouri residents, ages 21 to 65, who are living with a traumatic brain injury (TBI). Through service coordination, the program links individuals to resources that enable each person to obtain goals of independent living, community participation, and employment. Individuals who meet financial eligibility requirements may also receive community-based rehabilitation services to help achieve identified goals. Rehabilitation services include counseling, vocational training, employment supports, and home- and community-based support training.

Website: <http://health.mo.gov/living/families/shcn/ahi.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

## **BRAIN INJURY WAIVER (BIW) PROGRAM**

The Brain Injury Waiver (BIW) Program provides service coordination and home and community-based services to MO HealthNet recipients ages 21 to 65 who are living with a traumatic brain injury (TBI). Individuals must require medical care equivalent to the level of care received in a nursing home, not be enrolled in another waiver, and have been diagnosed with a TBI. Authorized services may include in-home personal care, applied behavioral analysis, assistive technology, cognitive rehabilitation therapy, environmental access and modification, neuropsychological evaluation, occupational therapy, physical therapy, and speech therapy.

Website: <https://health.mo.gov/living/families/shcn/bi.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS (CYSHCN) PROGRAM**

The Children and Youth with Special Health Care Needs (CYSHCN) Program provides assistance statewide for individuals from birth to age 21 who have or are at increased risk for a medical condition that may hinder their normal physical growth and development and who require more medical services than children and youth generally. The program focuses on early identification and service coordination for individuals who meet medical eligibility guidelines. As payer of last resort, the CYSHCN Program provides limited funding for medically necessary diagnostic and treatment services for individuals whose families also meet financial eligibility guidelines.

Website: <http://health.mo.gov/living/families/shcn/cyshcn.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **FAMILY PARTNERSHIP INITIATIVE**

The Family Partnership strives to enhance the lives of individuals and families impacted by special health care needs, providing resources and information to empower families to live a good life. The Family Partnership hosts events to benefit families through development of leadership skills, networking among peers, and staying current with trends and issues. Special Health Care Needs employs Family Partners, who are parents of individuals with special health care needs and are well equipped to assist in exploring options and solutions for the unique needs of individuals with complex medical conditions.

Website: <http://health.mo.gov/familypartnership>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **HEALTHY CHILDREN AND YOUTH (HCY) PROGRAM**

The Healthy Children and Youth (HCY) Program provides service coordination and authorization for medically necessary in-home services for MO HealthNet recipients with special health care needs from birth to age 21. Service coordination includes assessment through home visits and links to services and resources that enable individuals to remain safely in their homes with their families. Authorized services may include personal care, nursing care, and skilled nursing visits.

Website: <http://health.mo.gov/living/families/shcn/hcy.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **MEDICALLY FRAGILE ADULT WAIVER (MFAW) PROGRAM**

The Medically Fragile Adult Waiver (MFAW) Program provides service coordination and authorization for medically necessary services to MO HealthNet recipients with serious and complex medical needs who have reached the age of 21 and are no longer eligible to receive services through the Healthy Children and Youth (HCY) Program. Individuals must require medical care equivalent to the level of care received in an intermediate care facility, not be enrolled in another waiver, and have been eligible for private duty nursing through the HCY Program. Authorized services may include personal care, nursing care, registered

nurse visits, and specialized medical supplies.

Website: <http://health.mo.gov/living/families/shcn/pdw.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

## **SECTION FOR HEALTHY FAMILIES AND YOUTH (HFY)**

The Section for Healthy Families and Youth (HFY) directs programs designed to improve maternal and child health for all Missourians and supports the needs of high-risk families. The section provides leadership for the assessment and development of plans and policies and the implementation of evidence-based approaches to improve maternal and child health. Programs and initiatives are implemented through the bureaus of Community Food and Nutrition Assistance (CFNA), WIC and Nutrition Services, and Genetics and Healthy Childhood (GHC). Section administration maintains responsibility for the Early Childhood Comprehensive Systems (ECCS). The purpose of ECCS is to build and implement a statewide early childhood comprehensive system that supports families and communities in their development of children who are healthy and ready to learn upon entering school. ECCS activities include local infrastructure development, family leadership activities, and a partnership with the Coordinating Board for Early Childhood to inform the board about policymaking activities. Family leadership activities include partnering with other agencies providing support to the statewide Parent Advisory Council (PAC). The PAC's primary purpose is to bring parent/family voice to services and policies impacting families with young children.

PAC Website: <https://earlyconnections.mo.gov/get-connected/parent-advisory-council>

Telephone: (573) 751-6253

## **BUREAU OF COMMUNITY FOOD AND NUTRITION ASSISTANCE**

Community Food and Nutrition Assistance (CFNA) administers programs that provide supplemental nutrition assistance to vulnerable populations. These programs are intended to improve health status, contribute to optimum growth and development, and decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible organizations that feed infants, children, and youth and the distribution of food packages to low-income older adults.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

## **CHILD AND ADULT CARE FOOD PROGRAM**

The Child and Adult Care Food Program (CACFP) provides reimbursement for nutritious meals and snacks served to eligible participants enrolled in child care centers; family child care homes; homeless and emergency shelters; before- and after-school programs; and adult day care centers. The program goal is to see that well-balanced meals are served and that good eating habits are taught in child and adult care settings. The program serves children younger than age 13; children of migrant workers age 15 and younger; children enrolled in at-risk after school care programs age 18 and younger; physically or mentally handicapped persons receiving care in a center where most children are 18 years and younger; and adults who are functionally impaired or older than 60. Program staff provide training and technical assistance on nutrition, food-service operations, program management, and record keeping.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

### **SUMMER FOOD SERVICE PROGRAM**

The Summer Food Service Program (SFSP) helps assure that children in low income areas receive nutritious meals when school is not in session. Free meals that meet federal nutrition guidelines are provided to children at approved SFSP sites. Eligible participants include children 0 to 18 years old who live in areas where the majority of children qualify for free or reduced price school lunches during the school year. Adults older than 18 who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year, are also eligible to participate in the program. DHSS-CFNA contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. In this manner, the program increases the nutrient intake of program participants, thereby reducing participants' risk for health problems and enhancing their learning capacities. The program also improves the quality of the summer programs offered in low-income areas statewide and provides summer employment opportunities in local communities.

Telephone: (573) 751-6269 or toll-free (888) 435-1464

### **COMMODITY SUPPLEMENTAL FOOD PROGRAM**

The Commodity Supplemental Food Program (CSFP) works to improve the health of participants by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. Eligible participants include low-income adults at least 60 years of age who meet income eligibility requirements and reside in the state of Missouri. The income eligibility requirement for older adults is currently 130 percent of the federal poverty guidelines. The program also provides health referral services and nutrition education to eligible individuals.

Telephone: (573) 751-6269

### **EAT SMART**

The *Eat Smart Guidelines* challenge child care facilities to improve their meal service by following recommended standards that are above the minimum requirements for licensed child care facilities. The *Guidelines* recommend menu improvements, including more whole grains, more fruits and vegetables, less processed foods, fat free milk, and fewer sweets. The *Guidelines* also include environmental factors that relate to nutrition habits and meal service.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

### **BUREAU OF WIC AND NUTRITION SERVICES**

The Bureau of WIC and Nutrition Services focuses on educating participants and the public about the health benefits of breastfeeding and providing nutrition education to WIC participants that result in positive health outcomes. Bureau programs focus on ensuring that income-eligible Missourians found to be "nutritionally at-risk" receive a nutritious food prescription that meets federal guidelines and is available through authorized WIC retailers.

Telephone: (573) 751-6204 or WIC toll-free (800) 392-8209

### **SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)**

The WIC Program prescribes and pays for nutritious foods to supplement the diets of pregnant women, breastfeeding and non-breastfeeding postpartum women, infants, and children up to their fifth birthday who are found to be at nutritional risk and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for MO Health Net [Medicaid], TANF or the Supplemental Nutrition Assistance Program [SNAP-Food Stamps] and are Missouri residents). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, federally qualified health centers, community action agencies, hospitals and faith-based facilities. WIC has agreements with retail grocers and pharmacies, where participants purchase the prescribed supplemental foods. The WIC Program provides nutrition education to participants that will make a positive change in their eating patterns and improve their health status. It also provides breastfeeding counseling and support to pregnant women and new mothers. In addition, local WIC staff conducts immunization screenings and referrals to assure children are immunized appropriately according to their age and provides appropriate referrals to address a WIC participant's need. The WIC Program Nutrition Training Institute provides relevant nutrition-related training through seminars and workshops, via satellite, audioconferences and videoconferences. The WIC Program also includes the Breastfeeding Peer Counseling Program.

Telephone: (573) 751-6204 or WIC toll-free (800) 392-8209

### **BREASTFEEDING PEER COUNSELING PROGRAM**

The Breastfeeding Peer Counseling Program enables local WIC providers to build upon and expand breastfeeding promotion and support activities in their communities by providing support, encouragement, and technical assistance to pregnant and breastfeeding women. Trained paraprofessional breastfeeding peer counselors work with WIC mothers who are breastfeeding to successfully address barriers to breastfeeding.

Telephone: (573) 751-6204 or WIC toll-free (800) 392-8209

### **BREASTFEEDING PROGRAM**

The purpose of the Breastfeeding Program is to improve the health of infants and their mothers by promoting exclusive breastfeeding for the first six months of a baby's life. The program also promotes continuing breastfeeding after solid food is introduced to a baby and until the child is a year old, or older. In addition, this program provides technical assistance, training, and educational materials to health care providers, employers, child care providers, and the public regarding breastfeeding through several initiatives, including the Missouri "Show-Me 5" Hospital Initiative and the Breastfeeding Friendly Worksite and Child Care Programs. The Missouri "Show-Me 5" Hospital Initiative encourages hospitals to implement evidence-based maternity care practices that are shown to increase breastfeeding initiation and duration. The Breastfeeding Friendly Worksite Program not only educates employers on the value of providing lactation support, but recognizes businesses that support their breastfeeding employees. The Breastfeeding Friendly Child Care Program is another effort to assist breastfeeding women in the workforce by assisting child care facilities to support breastfeeding families.

Website: <https://health.mo.gov/living/families/wic/breastfeeding/>

Telephone: (573) 751-6204 or WIC toll free (800) 392-8209

## **BUREAU OF GENETICS AND HEALTHY CHILDHOOD (GHC)**

The Bureau of Genetics and Healthy Childhood promotes and protects the health and safety of individuals and families based on their unique conditions, needs, and situations, utilizing multiple programs within the bureau. The bureau achieves this by implementing prevention and intervention strategies to optimize health and the environment from pre-pregnancy through adulthood. Related activities of the bureau encompass public and professional education; screening and follow-up services; surveillance; needs assessment; and resource identification and/or development. The Bureau accomplishes its mission in collaboration with families, health care providers, and other community, state, and national partners.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT CYSTIC FIBROSIS TREATMENT PROGRAM**

The Adult Cystic Fibrosis Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home medical equipment, and emergency care. Service coordination is available for those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/cysticfibrosis/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT HEMOPHILIA TREATMENT PROGRAM**

The Adult Hemophilia Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with hemophilia or Von Willebrand disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care, and home medical equipment. Service coordination is available to those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/hemophilia/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT SICKLE CELL DISEASE TREATMENT PROGRAM**

The Adult Sickle Cell Disease Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with sickle cell disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guideline.



The program provides financial assistance for the following services: inpatient and outpatient services, emergency care, home medical equipment, and prescription medications. Service coordination is available to those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/sicklecell/pdf/SickleCellFacts.pdf>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **GENETIC SERVICES PROGRAM**

The Genetic Services Program, through contracts with Genetic Tertiary Centers, provides support services to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling, and other genetic-related services.

Website: <http://health.mo.gov/living/families/genetics/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **MATERNAL, INFANT, AND EARLY CHILDHOOD HOME VISITING PROGRAM**

The Maternal, Infant, and Early Childhood Home Visiting (MIECHV) Program was established to deliver expanded high quality, evidenced-based, voluntary early childhood home visitation services for pregnant women and children up to kindergarten entry, to ensure that more children have the opportunity to grow up healthy, safe, ready to learn, and able to become productive members of society. The goals of the MIECHV program are to collect, report, and evaluate (through continuous quality improvement activities) data that will reveal quantifiable, measurable improvement in legislatively mandated benchmark areas described as: improvements in maternal and newborn health; reduction of child injuries, child abuse, neglect, or maltreatment and reduction of emergency department visits; improvements in school readiness and achievement; reduction of domestic violence; improvements in family economic self-sufficiency; and improvements in coordination and referrals for other community resources and supports for families. The governor appointed the Missouri Department of Health and Senior Services as the lead agency to implement the MIECHV program in 2010. In 2021, the governor created the Office of Childhood within the Missouri Department of Elementary and Secondary Education (DESE), and subsequently appointed DESE as the lead agency to implement the MIECHV program.

Four evidence-based home visiting programs are utilized to provide services to eligible families:

- Nurse-Family Partnership® (NFP) home visiting model services are voluntary, begin prenatally for first-time mothers prior to the 28th week of pregnancy and continue through the first two years of the child's life. In 2021, an enhancement to the model for the MIECHV-supported agency implementing NFP was approved by the U.S. Department of Health and Human Services, with concurrence from the model, to additionally enroll mothers with previous births (multiparous) prenatally anytime before the birth of the child and continue through the first two years of the child's life. This enhancement applies only to the MIECHV-supported agency implementing NFP due to its successful participation in a national NFP multiparous enrollment pilot.
- Parents as Teachers® (PAT) home visiting model services are voluntary, and begin prenatally or any time before kindergarten entry of the child.

- Early Head Start Home Based Option (EHS-HBO) home visiting model services are voluntary, and begin prenatally or any time before age three of the child.
- Healthy Families America® (HFA) home visiting model services are voluntary, begin prenatally or within 60 days of the birth of the child, and continue for 3 to 5 years after the birth of the child.

The program is currently offered in seven counties: NFP in Butler, Dunklin, and Pemiscot; PAT in Dunklin and St. Louis City; EHS-HBO in Butler and Ripley; and HFA in New Madrid and Mississippi.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **BUILDING BLOCKS OF MISSOURI PROGRAM**

The Building Blocks Program utilizes the evidence-based Nurse-Family Partnership® home visiting model. Building Blocks services are voluntary, begin prenatally for first-time mothers prior to the 28<sup>th</sup> week of pregnancy and continue through the first two years of the child's life. In 2021, an enhancement to the model for the MIECHV supported agency implementing NFP was approved by the U.S. Department of Health and Human Services, with concurrence from the model, to additionally enroll mothers with previous births (multiparous) prenatally anytime before the birth of the child and continue through the first two years of the child's life. This enhancement applies only to the MIECHV supported agency implementing NFP, which flows over to this same agency's Building Blocks NFP program, due to its successful participation in a national NFP multiparous enrollment pilot. Building Blocks applicants must meet financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program is currently offered in the following counties: Bollinger, Cass, Clay, Cape Girardeau, Jackson, Johnson, Lafayette, Mississippi, New Madrid, Perry, Platte, Ray, Scott, Stoddard, St. Louis, St. Louis City, and Ste. Genevieve.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **HEALTHY FAMILIES MISSOURI HOME VISITING**

The Healthy Families Missouri Home Visiting (HFMoHV) Program utilizes the Healthy Families America® (HFA) evidence-based home visiting model. HFMoHV services are voluntary, begin prenatally or within 60 days of the birth of the child, and continue for 3 to 5 years after the birth of the child. HFMoHV applicants must meet financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program is currently offered in the following counties: Boone, Greene, Maries, Phelps, and Randolph.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **METABOLIC FORMULA PROGRAM**

The Metabolic Formula Program provides assistance to individuals who have one of the diseases listed below. If individuals are not financially eligible for the program, service coordination is available. Program services include assistance for the purchase of metabolic formula from DHSS-contracted providers and an annual examination at one of the metabolic treatment centers. Medical eligibility for the Metabolic Formula Program is documented with a written medical diagnosis of one of the following conditions: phenylketonuria (PKU), maple syrup urine disease (MSUD), glutaric acidemia, homocystinuria, methylmalonic acidemia, citrullinemia, argininosuccinic acidemia, isovaleric acidemia, 3-hydroxy-3-methylglutaryl CoA-lyase deficiency (HMG), 3-methylcrotonyl CoA carboxylase deficiency (3MCC), propionic acidemia, long-chain hydroxyacyl-CoA dehydrogenase deficiency (LCHAD), very long-chain acyl-CoA dehydrogenase deficiency (VLCAD), ornithine transcarbamylase deficiency (OTC) and tyrosinemia (type I, II and III).

Website: <http://health.mo.gov/living/families/genetics/metabolicformula/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **NEWBORN HEALTH PROGRAM**

The Newborn Health Program promotes healthy birth outcomes and healthy infants by increasing awareness of recommended “best” practices through educational activities and materials. Messages and activities promote the importance of preconception and interconception care; early entry into prenatal care; use of folic acid to prevent birth defects; avoidance of smoking, alcohol, and other drugs; breastfeeding; placing babies on their backs to sleep; and other healthy behaviors. The program targets all women of childbearing age, infants, and children.

Website: <http://health.mo.gov/living/families/genetics/newbornhealth/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **NEWBORN BLOOD SPOT SCREENING PROGRAM**

The Newborn Blood Spot Program provides early identification and follow-up of biotinidase deficiency, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, cystic fibrosis, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, amino acid disorders, severe combined immunodeficiency, spinal muscular dystrophy, and six lysosomal storage disorders, including Krabbe disease, Pompe disease, Fabry disease, Hurler Syndrome, Hunter Syndrome, and Gaucher disease. Newborn screening can suggest the presence of disease in affected but asymptomatic infants. Program staff ensures that either a repeat newborn screen or a confirmatory test has been done. In addition, infants found to be positive are referred into a multidisciplinary system of health care.

Website: <http://health.mo.gov/newbornscreening>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **NEWBORN HEARING SCREENING PROGRAM**

The Newborn Hearing Screening Program seeks to ensure all babies born in Missouri receive timely and appropriate hearing screening, diagnosis, and intervention for hearing loss. The Newborn Hearing Screening Program works to:

- Maintain a tracking and surveillance system that involves the collection and analysis of data gathered from Missouri hospitals, audiologists, and the Missouri Department of Elementary and Secondary Education.
- Ensure all families of Missouri newborns receive notification of screening results that require further follow-up.
- Refer families of Missouri newborns diagnosed with a permanent hearing loss to Missouri's early intervention program under Part C of the Individuals with Disabilities Education Act (IDEA), First Steps.
- Provide technical assistance to birthing facilities.
- Provide education about newborn hearing screening, diagnosis, and intervention to families and health care providers.
- Provide parent-to-parent support to families with infants who fail to pass the newborn hearing screening and/or are diagnosed with permanent hearing loss.

Website: <http://health.mo.gov/newbornhearingscreening>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SAFE-CARE (SEXUAL ASSAULT FORENSIC EXAMINATION-CHILD ABUSE RESOURCE AND EDUCATION) NETWORK**

The SAFE-CARE Network provides training to physicians, nurse practitioners, and physician assistants in the medical evaluation of alleged victims of child sexual abuse, physical abuse, and neglect. Child abuse medical resource centers collaborate with SAFE-CARE Network providers to improve the medical response to child maltreatment in a multidisciplinary context.

Website: <http://health.mo.gov/living/families/injuries/safecare/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SAFE CRIBS FOR MISSOURI PROGRAM**

The Safe Cribs for Missouri program provides portable cribs and safe sleep education to low-income families who have no other resources for obtaining a safe crib. The program is implemented through participating Local Public Health Agencies.

Website: <https://health.mo.gov/living/families/babies/safecribs/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SICKLE CELL ANEMIA PROGRAM**

The Sickle Cell Anemia Program, through contracts with hemoglobinopathy centers, promotes and provides screening, testing, referral, education, counseling, and follow-up services for Missouri citizens at risk for sickle cell conditions. Information about sickle cell disease and sickle cell trait is directed at the general public, health professionals, and targeted populations.

Website: <http://health.mo.gov/living/families/genetics/sicklecell/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **TEL-LINK PROGRAM**

TEL-LINK is the Missouri Department of Health and Senior Services' confidential, toll-free telephone line (800-835-5465) for maternal and child health care. The purpose of TEL-LINK is to provide confidential information and referrals to Missouri residents concerning a wide range of health services. Callers are given referrals and then are transferred immediately to the appropriate community service.

Website: <http://health.mo.gov/living/families/tellink/index.php>

Telephone: (800) 835-5465

## **PRENATAL SUBSTANCE USE PREVENTION PROGRAM**

The Prenatal Substance Use Prevention Program promotes healthy pregnancies and birth outcomes by increasing awareness on the effects of substance use during pregnancy. Community Placement Sites, located statewide, demonstrate the effects of substance use in pregnancy with substance exposed infant manikins. The program also provides direction for physicians on screening tools and educational materials for patients.

Website: <https://health.mo.gov/living/wellness/tobacco/psup>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

## **SECTION FOR DISEASE PREVENTION**

The Section for Disease Prevention is the principal section involved in the investigation of the cause, origin and method of transmission of communicable (or infectious) diseases. The section has specific responsibilities related to tuberculosis, sexually transmitted diseases, HIV/AIDS, other reportable communicable diseases, food and water-borne illnesses, zoonoses (diseases that humans contract from animals), emerging infections, such as multi-drug resistant tuberculosis, cryptosporidiosis and all types of influenza. The section also operates and maintains early disease outbreak and surveillance systems, data gathering and analysis systems and other emergency response functions. Robust, comprehensive awareness, education and prevention programs help to reduce the impact of infection and the spread of disease. The primary units are the bureaus of Communicable Disease Control and Prevention; HIV, STD and Hepatitis; Immunizations; Reportable Disease Informatics; and the Office of Veterinary Public Health.

The section also maintains primary responsibility for the Department's opioid data to action response and prevention activities and works closely with other units to ensure that activities are well-coordinated and based on available surveillance data.

The section is integral to the Department of Health and Senior Services' emergency responses to public health emergencies and natural disasters. The section assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases or conditions that may indicate an emergency or a bioterrorism event.

Telephone: (573) 526-4780; toll-free (866) 628-9891

Disease reporting toll-free number: (800) 392-0272

## **BUREAU OF COMMUNICABLE DISEASE CONTROL AND PREVENTION**

The Bureau of Communicable Disease Control and Prevention provides comprehensive prevention, intervention and surveillance programs related to over 90 reportable communicable (or infectious) diseases and conditions of public health significance in Missouri. Many of these diseases are emerging or reemerging infections, such as multi-drug resistant tuberculosis, measles, hepatitis A, and novel influenza.

This bureau:

- Conducts epidemiological studies to investigate the cause, origin and method of transmission of communicable diseases in order to identify and implement appropriate disease control and preventive measures, such as contact identification, testing, treatment and source identification.
- Consults with local public health agencies, government at all levels, community organizations, hospitals, health care providers, private businesses, the media and others regarding diagnosis and control measures for reportable communicable diseases and providing public health education as requested.
- Provides training and technical assistance/consultation to local health officials on disease investigations, control activities and analysis/interpretation of data to prevent communicable diseases in their communities and rapidly responding to outbreaks.
- Provides community planning and rapid epidemiologic response assistance for emergencies, such as bioterrorism and pandemic influenza and natural disasters, such as flooding, tornados and earthquakes.
- Acts as a liaison with other agencies, such as the Missouri Department of Agriculture, to maintain current knowledge of diseases occurring in animal populations that may affect humans.
- Provides the treatment and case management guidance for tuberculosis (TB) disease and infection, as well as tuberculin skin testing materials for use in extended contact investigations.
- Collaborates with other programs within the Missouri Department of Health and Senior Services, other state and federal agencies and community-based organizations in emergency event planning and response.

Telephone: (573) 751-6113

## **BUREAU OF HIV, STD AND HEPATITIS**

The Bureau of HIV, STD and Hepatitis (BHSB) is focused on the prevention, education and treatment of HIV, sexually transmitted infections (STI) and hepatitis B and C. Reportable conditions (Chlamydia, gonorrhea, syphilis, HIV, hepatitis B and C) are the primary focus of BHSB's comprehensive efforts to increase knowledge, testing and treatment access in order to reduce transmission and prevent negative health outcomes. Case management services, focused on engaging those infected with HIV and in appropriate medical care, are also available.

Bureau services include:

- Technical assistance for local health agencies, physicians, other clinicians and stakeholders regarding the diagnosis, treatment and prevention of HIV, certain STIs and hepatitis B and C.
- Direct HIV and STI intervention services through disease investigation and education of those infected or at risk for infection.
- HIV prevention counseling, testing and referral to health care services.
- Facilitation of community-focused prevention and intervention efforts through the Missouri Comprehensive Prevention Planning Group.

- Administration of the statewide HIV Medical Case Management and HIV Care Programs in coordination with local, state and federal partners to ensure access to comprehensive health care and supportive services for individuals living with HIV.
- Administration of the AIDS Drug Assistance Program (ADAP), Ryan White Part B, Housing Opportunities for People with AIDS (HOPWA) and MO HealthNet AIDS Waiver programs for eligible low-income Missourians living with HIV, who have insufficient access to health care and supportive services.
- Outreach planning, targeting and facilitation of HIV, STI and hepatitis screening and awareness campaigns and events.

Telephone: (573) 751-6439

## **BUREAU OF IMMUNIZATIONS**

The Immunization Program focuses on reducing vaccine-preventable diseases by providing the Vaccines for Children Program to children and adolescents who qualify; educating health care professionals, medical providers and the public on the importance of vaccinations; and ensuring that children who are in child care and schools are adequately immunized against diseases that are harmful and sometimes deadly. The bureau operates through federal grant funding received by the Centers for Disease Control and Prevention.

The Immunization Program also provides education and immunization-record assessments for health care providers to increase coverage rates; maintains a central immunization information system called ShowMeVax; forecasts need; and gives technical assistance to providers and the general public regarding recommendations, vaccine safety, schedules and other general immunization information.

The Bureau of Immunizations focuses on preventing and controlling vaccine-preventable disease outbreaks through the Vaccines for Children Program and the Section for 317-Funded Vaccines. The program is an integral participant in pandemic influenza planning, vaccine distribution, provider education, communication, data management and reporting.

Telephone: (573) 751-6124

Vaccines for Children Program: (800) 219-3224

## **OFFICE OF VETERINARY PUBLIC HEALTH**

The Office of Veterinary Public Health (OVPH) conducts activities related to the prevention and control of zoonotic diseases that may be transmitted from animals native to Missouri, from animals introduced into the state through normal trade and commerce, or by an act of bioterrorism.

This office:

- Acts as a liaison with other agencies, such as the Missouri Departments of Agriculture and Conservation, to maintain current knowledge of diseases occurring in animal populations that may affect humans.
- Conducts specific disease prevention programs, including the Rabies Program, that focus on consultations with medical providers to assess patient-risk factors, education of the public, vaccination of animals and other preventive measures.

- Coordinates with the private veterinary community, professional/educational institutions and various local, state and federal agencies to plan for and mitigate the results of natural and man-made contingencies that could result in transmission of animal-related diseases to people.
- Coordinates seasonal surveys conducted by local public health agencies and other organizations to determine the geographic distribution of mosquito populations and prevalence of mosquito-borne pathogens to help protect Missourians against mosquito-borne agents such as West Nile virus.
- Monitors the world-wide occurrence of vector-borne disease agents that could be used in a bioterrorism attack and/or introduced accidentally into North America and assisting the department in developing response plans to address these situations.
- Provides technical consultation to district staff and local public health agencies regarding the epidemiologic investigation of zoonotic, tick- and mosquito-borne diseases in Missouri and monitoring the incidence and trends of these diseases.
- Facilitates local public health agencies' capacity to conduct tick- and mosquito-borne disease prevention activities by providing educational materials and developing locally based outreach strategies.
- Promotes evidence-based guidelines to health care providers on the diagnosis and management of tick- and mosquito-borne diseases.

Telephone: (573) 751-6113

## **SECTION FOR ENVIRONMENTAL PUBLIC HEALTH**

The Section for Environmental Public Health is an integral part of public health safety for Missouri citizens. It provides emergency response to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection through a comprehensive surveillance system operated by public health staff that is prepared, through expertise and training, to detect conditions that may indicate an emergency/ bioterrorism event. Rapid response is assured through emergency response planning by public health staff members, who are deployed strategically to respond to a possible emergency/ bioterrorism event. The section is also responsible for oversight in food safety, regulating residential onsite wastewater systems and registering their professionals and licensing commercial lodging establishments, among other things. The section monitors, provides education and responds to environmentally related health hazards, such as elevated blood-lead levels, hazardous substance exposure, food recalls, foodborne outbreaks, as related to FDA recalls and other emergencies.

Telephone: (573) 751-6111

## **BUREAU OF ENVIRONMENTAL HEALTH SERVICES**

The mission of the Bureau of Environmental Health Services is to protect the health of all Missourians and visitors to the state by ensuring healthy environments. Five unique environmental sanitation programs of Retail Food, Manufactured Food, Childcare Sanitation, Lodging, and Onsite Sewage contribute to this goal.

This bureau:

- Provides technical assistance, training and support to local public health agencies on a variety of environmental public health issues.



- Assures that routine retail food establishments such as restaurants, school food services, temporary food events, grocery stores, convenience food stores, bakeries, etc. are thoroughly and accurately inspected.
- Conducts routine/high level processing inspections at food manufacturing facilities.
- Develops a contract to assure that at risk/summer food service feeding sites for children are thoroughly and accurately inspected.
- Provides public health response to any emergencies affecting food, including food recalls.
- Issues licenses for frozen dessert machines based on inspections conducted by local health agencies.
- Conducts initial licensing inspections of proposed child care providers.
- Reviews blue prints to determine compliance with child care sanitation guidelines.
- Provides training to licensed child care providers.
- Provides an environmental response to any emergencies that affect licensed child care facilities, food manufacturing, food establishments, private water supplies and lodging facilities.
- Provides Lead Risk Assessments for licensed and proposed child care facilities.
- Provides consultation on recreational water supplies, including swimming pools.
- Issues licenses to those commercial lodging establishments that comply with the lodging rule.
- Conducts initial licensing inspections for lodging establishments.
- Responds to cases of Legionella by conducting environmental assessments/sampling at lodging and healthcare facilities potentially linked to a confirmed case of Legionnaires disease.
- Permits and inspects new construction and repairs of On-site Wastewater Treatment System (OWTS) facilities in compliance with state standards in 31 counties.
- Provides technical and financial assistance to county and municipal agencies that permit new construction and repairs of OWTS facilities under local on-site sewage ordinances.
- Provides training courses for OWTS installers, advanced installers, inspectors/evaluators and local regulatory agency staff.
- Administers examinations for the on-site soil evaluators.
- Provides lists of on-site wastewater registered and licensed individuals to the public.
- Reviews new/innovative OWTS technology for compliance with standards and for effectiveness in protecting health and environment.

Telephone: (573) 751-6095

## **BUREAU OF ENVIRONMENTAL EPIDEMIOLOGY**

The Bureau of Environmental Epidemiology is involved in the investigation and prevention of illnesses and medical conditions related to the environment. The bureau's efforts focus on illnesses and medical conditions associated with exposure to chemical, bacteriological and physical agents in our environment and in water we consume.

This office:

- Conducts epidemiological studies, identifies environmental health surveillance data needs, designs data collection processes/systems, develops and maintains data systems and datasets, analyzes and interprets environmental health data at regular intervals to track trends and provides regular reports on these analyses.
- Prepares and disseminates seasonal heat and cold advisories.

- Prepares an annual fish-consumption advisory and other specific advisories, in conjunction with the Missouri Department of Natural Resources and the Missouri Department of Conservation, as well as preparing appropriate health education and outreach materials.
- Performs and evaluates health and quantitative risk assessments of hazardous waste sites, Brownfields sites and various work environments.
- Provides private drinking water well sampling for environmental contaminants with analysis by the State Public Health Laboratory or another laboratory, interprets the results, makes health-protective recommendations to private well owners and recommends and facilitates this service at the county level when possible.
- Coordinates public health responses to Missouri's numerous mining, milling and smelting sites contaminated with lead and other heavy metals.
- Provides citizens and professionals with technical assistance/education on a variety of indoor environmental issues, such as indoor lead exposure, air quality, radon and contaminant exposures and how to make indoor environments safer and healthier.
- Provides radon testing for Missouri's public schools and child care facilities.
- Provides indoor environmental quality assessments for state-owned and leased facilities, state parks and public schools.
- Provides free radon test kits for Missouri residents, communicating information and providing mitigation referrals as needed.
- Maintains the Adult Blood Lead Epidemiology and Surveillance (ABLES) state-based surveillance program of laboratory-reported adult blood lead levels.
- Maintains the state Childhood and Adult Lead Poisoning Prevention Programs that provide testing, surveillance, risk assessment, case management and health education for families of children with elevated blood lead levels.
- Reviews applications and qualifications to determine compliance with lead licensing rules and issuing licenses in six categories, including lead abatement workers, lead abatement supervisors, lead inspectors, risk assessors, project designers and lead abatement contractors (firms). Administers exams for Lead abatement supervisors, lead inspectors and risk assessors.
- Conducts inspections of lead abatement worksites to determine compliance with licensure regulations and work practice standards/regulations. Investigating complaints concerning lead-bearing substance activities.
- Provides accrediting and auditing lead training providers for Missouri lead professionals and firms.
- Coordinates and performs radiological safety inspections of radioactive material shipments traversing the state.
- Coordinates and provides radiological emergency response training to the state's first responders.
- Coordinates and provides radiological emergency response services for radiological incidents statewide.
- Works in partnership with the Centers for Disease Control and Prevention, the Missouri Department of Natural Resources, other states' health and natural resource agencies and federal agencies and organizations on the continued development and maintenance of a national Environmental Public Health Tracking Network.
- Identifies chemical hazards and provides data to local public health agencies, including identifying certain sensitive sites that may be at risk from a release of a hazardous chemical from a fixed facility. Maps are provided that show where these hazards and the at-risk sites are located.

Telephone: (573) 751-6102

## **SECTION OF EPIDEMIOLOGY FOR PUBLIC HEALTH PRACTICE**

The Section of Epidemiology for Public Health Practice serves as the highest scientific authority on issues related to the control and prevention of diseases and health risk behaviors in the state of Missouri. It houses the resources necessary to operate and maintain major public health information systems, state vital records and statistics, community health information and medical and public health epidemiology resources necessary to prevent, intervene and control diseases and conditions impacting the health of Missourians.

The section is involved in health data collection, from the enumeration of the population at risk (e.g., birth and death records) to health-care related experiences of Missourians (e.g., health data abstracting, health-care infections reporting) to communicable (infectious) diseases, sexually transmitted infections (STIs) and zoonotic diseases; the collection, analysis and interpretation of data (e.g., Behavioral Risk Factor Surveillance System (BRFSS); the Pregnancy Risk Assessment Monitoring System (PRAMS); the Missouri Cancer Registry (MCR); the dissemination of health statistics (e.g., Missouri Information for Community Assessment (MICA)); and the distribution of downloadable public service announcements, brochures and other information; statewide reportable surveillance systems (Websurv and EpiTrax); HIV/AIDS reporting system (eHARS); and the Missouri Electronic Surveillance System for Early Notification of Community-Based Epidemics (ESSENCE).

Telephone: (573) 522-2808

## **BUREAU OF EPIDEMIOLOGY AND VITAL STATISTICS**

The Bureau of Epidemiology and Vital Statistics uses science to guide and develop public health practices; monitors health status and health risk behaviors through effective use of public health surveillance systems; promotes evidence-based public health interventions; provides epidemiologic consultation for maternal and child health, communicable disease/environmental health and chronic disease and nutritional health initiatives; and prevents and controls disease outbreaks. The Department of Health and Senior Services administers and maintains the only vital statistics system in the state. The birth vital statistics team works in cooperation with the Bureau of Vital Records to fulfill this statutory function.

All teams within the Bureau of Epidemiology and Vital Statistics conduct the following activities:

- Provide data and analytical and program evaluation support to programs and partners internal and external to the Department.
- Conduct applied public health research and translates scientific findings into public health practice.
- Provide data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public, in accordance with statutes, regulations and policies regarding data confidentiality and use.
- Disseminate Missouri-specific data through website displays, reports, presentations and publications.

Sub-units within the Bureau of Epidemiology and Vital Statistics include the following:

### **MATERNAL AND CHILD HEALTH (MCH) EPIDEMIOLOGY TEAM:**

This team:

- Manages the Pregnancy Risk Assessment Monitoring System (PRAMS), which collects state-specific, population-based data on maternal attitudes and experiences before, during and shortly after pregnancy.
- Manages the Missouri Child Health Assessment and Program Survey (MoCHAPS)—a survey aimed at gathering information on various indicators pertaining to the health and well-being of very young children in Missouri, and one of the only sources of state-level longitudinal data on young children.
- Analyzes maternal, fetal, infant and child vital statistics to develop recommendations for program development, evaluation and community change.
- Monitors MCH state and national performance measures, health system capacity indicators, and health outcome measures.
- Provides data and epidemiological expertise for maternal and infant mortality reduction initiatives, including the Pregnancy-Associated Mortality Review program.
- Provides data/epidemiological support in the design and planning of statistical analysis, program evaluation, technical expertise and training for the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Provides support in identifying and then advising on epidemiological priorities, in collaboration with program staff conducting such activities and fosters active collaboration with other maternal child health programs and data units collecting data on WIC populations.
- Prepares/analyzes/presents/enters data for the annual Title V Block Grant Application, which includes national and state performance measures, national outcome measures, health status and health systems capacity indicators.
- Develops and maintains linkages between multiple MCH-focused population health surveillance datasets including PRAMS, vital statistics, MoCHAPS, and Patient Abstract System

#### **CHRONIC DISEASE AND NUTRITIONAL EPIDEMIOLOGY TEAM**

This team:

- Provides epidemiological leadership, expertise and consultation to chronic disease and nutrition programs and other stakeholders to enhance the health and quality of life of Missourians.
- Monitors health status and behaviors through effective use of public health surveillance, which includes managing the Behavioral Risk Factor Surveillance System (BRFSS), Youth Tobacco Survey (YTS), Youth Risk Behavior Survey (YRBS), County-level Study (CLS), Missouri Violent Death Reporting System (MOVDRS), and Missouri Cancer Registry (MCR).
- Prepares and disseminates data through website displays, reports, fact sheets, strategic plans and journal articles.
- Assists chronic disease and nutrition programs in conducting needs assessments and in planning and evaluating programs and policies that promote healthy lifestyles and prevention of diseases and complications.
- Uses MOVDRS data to support injury prevention initiatives through the collection, analysis, and dissemination of fatal injury data related to violent deaths.
- Identifies and compiles evidence-based interventions for preventing and controlling chronic diseases and conditions.
- Monitors progress toward national health objectives related to chronic diseases, conditions and health behaviors.

#### **BIRTH VITAL STATISTICS TEAM**

This team:

- Maintains vital statistics – birth, death, fetal death, abortion, marriage and divorce- and related health data systems as part of the data infrastructure for monitoring and evaluating the health status of Missourians.
- Provides vital statistics data analysis and statistical support to health programs, local public health agencies and other public health partners.
- Publishes statistical reports on the health status of Missourians, such as the annual Missouri Vital Statistics report, on a routine and an ad hoc basis.
- Collects and maintains Missouri birth defects data.

## **BUREAU OF HEALTH CARE ANALYSIS AND DATA DISSEMINATION**

The Bureau of Health Care Analysis and Data Dissemination collects, produces, manages, analyzes and disseminates data-driven health information to promote better understanding of health problems and needs in Missouri. The Bureau spotlights improvements and progress in the general health status of Missourians. Data products generated by the bureau aid and guide the planning, development and evaluation of programs and services of the department, as well as the health-related activities of other agencies, institutions and organizations.

This bureau:

- Coordinates the preparation and publication of health data and statistics on the department's website.
- Develops and disseminates population estimates for different geographies in the state.
- Updates and maintains the Web-based data and statistical resources found under the Missouri Public Health Information Management System (MOPHIMS) including the Community Data Profiles and the Missouri Information for Community Assessment (MICA) data query application tools.
- Promotes MOPHIMS through exhibits at conferences, hands-on training classes, newsletters and webinars.
- Collects, manages and analyzes Patient Abstract System (PAS) data from hospitals, emergency rooms and ambulatory surgical centers.
- Maintains data infrastructure and provides data analysis and statistical support on mortality to a variety of public health stakeholders.
- Collects, analyzes and reports data related to health care-associated infections.
- Supports the Injury Prevention Initiatives Program by studying the incidence of deaths, hospitalizations and emergency room visits due to injury and analyzes data to determine groups at high risk for injuries.
- Prepares various categories of PAS data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay, and injury data) and vital statistics mortality data (including cause of death) for display in MOPHIMS.
- Publishes statistics on data reported for managed-care plans regarding access to care, quality of care and member satisfaction.
- Provides data for reports, grants and other publications across the department as well as consulting on data dissemination strategies.
- Provides presentations related to Public Health data and statistics to various internal and external groups.

- Provides data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public in accordance with statutes, regulations and policies regarding data confidentiality and use.

## **BUREAU OF VITAL RECORDS**

The Department of Health and Senior Services serves as the state repository for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

This bureau:

- Maintains the central registry of births, deaths and reports of fetal deaths for the state of Missouri.
- Maintains reports of marriages and divorces for the state of Missouri.
- Maintains a Putative Father Registry.
- Prepares new certificates as instructed by court order or as a result of adoption or legitimation.
- Issues certified copies of births, deaths, reports of fetal deaths and statements relating to marriages and divorces.
- Corrects or amends vital records as authorized by state law.
- Conducts workshops and trainings for hospital personnel and local public health agencies to ensure the complete, accurate and timely registration of vital records.
- Conducts workshops and provides technical assistance to funeral directors, medical examiners/coroners and physicians to ensure that death records are properly completed, legible and promptly registered.
- Cooperates with the Vital Statistics team in providing vital statistics data to the public, researchers and national, state and local public health agencies, in accordance with state statutes and regulations.

Telephone: (573) 751-6387

## **BUREAU OF REPORTABLE DISEASE INFORMATICS**

The Bureau of Reportable Disease Informatics (BRDI) focuses on data collection, management, reporting and analysis related to more than 90 reportable communicable (or infectious) diseases, sexually transmitted infections (STIs) and zoonotic diseases. BRDI maintains the statewide reportable disease surveillance systems (WebSurv and EpiTrax), manages the enhanced HIV/AIDS Reporting System (eHARS) for HIV incidence and prevalence, and performs analysis of morbidity to identify geographic and demographic trends and risk factors. In addition to WebSurv, EpiTrax and eHARS, BRDI manages the Missouri Electronic Surveillance System for Early Notification of Community-Based Epidemics (ESSENCE), which is a statewide syndromic surveillance system that looks at chief complaints from hospital emergency department visits. BRDI also provides some support to ShowMeVax, the statewide immunization registry, for data quality, analysis and data requests and collaborates with other Department units as necessary on projects related to priorities such as addressing the opioid overdose epidemic and COVID-19.

This bureau:

- Assists laboratories and health care providers regarding how to submit reportable disease and syndromic surveillance data.

- Identifies communicable disease surveillance data needs, designs data collection processes/systems, develops and maintains data systems and datasets, analyzes and interprets data at regular intervals to track trends and provides regular reports on these analyses to support targeted interventions.
- Identifies opportunities for data quality improvement and areas in which to coordinate and integrate informatics-related services to provide more reliable, effective and efficient services.
- Supports program performance, operations, grants management and policy and procedure development by providing data-driven health information to department leadership.
- Monitors ESSENCE to detect diseases/conditions that may indicate an emergency/bioterrorism event during the early stages of an event, which may be critical to the coordination of an appropriate response or intervention, thereby minimizing the impact to public health.
- Provides data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public in accordance with statutes, regulations and policies regarding data confidentiality and use.

Telephone: (573) 526-5271

## **DIVISION OF REGULATION AND LICENSURE**

### **BOARD OF NURSING HOME ADMINISTRATORS**

The Board of Nursing Home Administrators consists of 10 individuals appointed by the governor. The board is responsible for promulgating regulations that establish qualifications for licensure, testing standards and license renewal requirements of individuals who serve as administrators in a skilled, intermediate care, assisted living or residential care II facility. In addition, the board conducts hearings affording due process of law, upon charges calling for discipline of a licensee. State staff assigned to the board evaluates the applicant's qualifications for licensure; maintains and administers the licensure exams; issues licenses; approves, issues temporary emergency licenses; monitors continuing education programs; audits license renewal applications; renews the license of qualified licensees; maintains accurate records and minutes of all meetings of the full board or a committee thereof; and maintains a database of all persons holding an administrator's license.

Website: <http://www.health.mo.gov/bnha>

Telephone: (573) 751-3511

Email: [bnha@health.mo.gov](mailto:bnha@health.mo.gov)

### **FAMILY CARE SAFETY REGISTRY**

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background screening information, maintained by various state agencies, from a single source. Families and employers may contact the registry using a toll-free call center, the Internet or by fax or mail to request background screening information on caregivers they are considering hiring to work with children, the elderly or disabled individuals.

Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol.
- Employee Disqualification List information and child care licensure records maintained by the Department of Health and Senior Services.
- Employee Disqualification Registry information maintained by the Department of Mental Health.
- Child abuse and neglect information and foster parent licensure records maintained by the Department of Social Services.

Any person hired as a child care, elder care, personal care or mental health worker is required to register with the Family Care Safety Registry.

Website: <http://health.mo.gov/safety/fcsr/>

Toll-free number: (866) 422-6872, 8:00 a.m. to 3:00 p.m., Monday through Friday

### **SECTION FOR MEDICAL MARIJUANA REGULATION**

The Section for Medical Marijuana Regulation was established to implement Article XIV, Section 1: Right to Access Medical Marijuana, of the Missouri Constitution, which was passed by initiative petition on November 6, 2018. The section's mission is to ensure safe and secure access to medical marijuana for qualifying Missouri patients through consistent regulation, enforcement, and education.



The section receives and processes applications from patients and designated caregivers to receive an identification card that allows patients to access medical marijuana. Patients must show in their application that they have a qualifying medical condition and are otherwise qualified under Missouri law for the medical use of marijuana. A patient or caregiver identification card authorizes the purchase of medical marijuana for the patient's use. An additional license can be purchased to allow patients or their designated caregivers, if applicable, to cultivate medical marijuana for the patient's use.

The section also licenses and regulates medical marijuana facilities in Missouri for the cultivation, manufacturing, dispensing, laboratory testing, tracking, and transportation of medical marijuana. The section currently licenses up to 60 cultivation facilities, 86 infused product manufacturing facilities, 192 dispensaries, ten testing facilities, and an unlimited number of transportation and Seed-to-Sale facilities , and is also responsible for ensuring each facility remains in compliance with Article XIV and associated regulations.

Telephone: (573) 751-6234 (main line).

Website: [Medicalmarijuana.mo.gov](http://Medicalmarijuana.mo.gov)

Email: [MedicalMarijuanaInfo@health.mo.gov](mailto:MedicalMarijuanaInfo@health.mo.gov)

Toll-free number: (866) 219-0165, 8:30 a.m. to 3:30 p.m., Monday through Friday.

## **SECTION FOR HEALTH STANDARDS AND LICENSURE**

The Section for Health Standards and Licensure (SHSL) is responsible for licensing and regulating a wide variety of health care entities, investigating complaints involving those entities, performing inspection activities for numerous Medicare-certified programs, ensuring the safe, legal handling and distribution of controlled substances in Missouri and also designating Trauma, Stroke & STEMI centers through the Time Critical Diagnosis Program. The SHSL consists of six bureaus: Hospital Standards, Ambulatory Care, Diagnostic Services, Emergency Medical Services, Home Care and Rehabilitative Standards and Narcotics and Dangerous Drugs.

Telephone: (573) 526-1864

## **BUREAU OF HOSPITAL STANDARDS**

This bureau:

- Administers the state licensing programs for all Missouri hospitals (Except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of hospitals participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs.
- Conducts state licensure inspections for new construction and remodeling projects for hospitals, including life safety code.

Website: <http://www.health.mo.gov/safety/healthservregs/index.php>

Telephone: (573) 751-6303

Email: [Complaint@health.mo.gov](mailto:Complaint@health.mo.gov)—Questions, complaints and Central Registry Unit correspondence;

[HSRElectronic2567@health.mo.gov](mailto:HSRElectronic2567@health.mo.gov)—Plan of Correction (POCs), Statement of Deficiencies (SODs), construction forms and return receipts (delivery confirmations).

## **BUREAU OF AMBULATORY CARE**

This bureau:

- Administers the state licensing program for freestanding ambulatory surgical centers, birthing centers and abortion facilities (Except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of providers participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include ambulatory surgical centers and end stage renal dialysis facilities.

Websites: Ambulatory Surgical Centers: <http://health.mo.gov/safety/asc/index.php>;

Telephone: (573) 751-1588

## **BUREAU OF DIAGNOSTIC SERVICES**

This bureau:

- Conducts survey activities through contract with the Centers for Medicare and Medicaid Services (CMS), related to certification and registration of providers participating in the Title XVIII (Medicare), Title XIX (Medicaid) and the Clinical Laboratory Improvement Amendment (CLIA) programs.
- Registers and inspects medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic X-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers and research/industrial sites. Surveys are also conducted to determine compliance with federal certification standards of all mammography providers in Missouri.
- Providers include: rural health clinics, laboratories and hospitals.

Website: <https://health.mo.gov/safety/clia/>; Radiation Control Program: <http://health.mo.gov/safety/radprotection/index.php>

Telephone: (573) 751-6318

## **BUREAU OF EMERGENCY MEDICAL SERVICES**

This bureau:

- Licenses emergency medical technicians (basic, intermediate and paramedic) and assures all applicants meet requirements regarding background checks and continuing education.
- Licenses and inspects ground and air ambulance services.
- Licenses and inspects stretcher van services.
- Inspects and accredits emergency medical technician training entities.

- Licenses and inspects Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- Maintains the Missouri Ambulance Reporting System Registry (MARS), along with providing training and acting as a resource for the Web-based program.

Website: <http://www.health.mo.gov/safety/ems/>

Telephone: (573) 751-6356

## **BUREAU OF HOME CARE AND REHABILITATIVE STANDARDS**

The bureau:

- Conducts on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities (CORF) and outpatient physical therapy (OPT) providers through contracts with the Centers for Medicare and Medicaid Services (CMS).
- Provides technical consultation regarding Missouri licensing requirements for home health agencies and hospices and Medicare standards for home health agencies, hospices, outpatient physical therapy providers and comprehensive outpatient rehabilitation facilities.
- Conducts on-site surveys at home health agencies and hospices for compliance with state regulations.
- Completes complaint investigations regarding allegations of inappropriate care and other patient concerns.
- Responds to phone calls received from the federally mandated toll-free “hotline” for the purpose of receiving questions about home health agencies and hospices, or for patients to lodge complaints concerning their provider agency or quality of care provided.

Website: <http://www.health.mo.gov/safety/homecare/>

Telephone: (573) 751-6336

Email: Home Health: [HomeHealthProviders@health.mo.gov](mailto:HomeHealthProviders@health.mo.gov); Hospice: [HospiceProviders@health.mo.gov](mailto:HospiceProviders@health.mo.gov);

General Info: [HCRSinfo@health.mo.gov](mailto:HCRSinfo@health.mo.gov)

## **BUREAU OF NARCOTICS AND DANGEROUS DRUGS**

The Bureau of Narcotics and Dangerous Drugs enforces laws, monitors corrective measures and conducts educational programs to ensure safe and legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all individuals and entities that conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state.

This bureau:

- Maintains a registry of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances.
- Verifies proper management of controlled substances through inspections and audits of the records and security that must be maintained by firms and individuals who lawfully manufacture, distribute or dispense controlled substances.
- Investigates suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies, or may develop from inspections and audits conducted by bureau representatives.

- Acts as the state's primary agency in the regulation of controlled-substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- Maintains the list of schedule-controlled substances for the state of Missouri.
- Provides training and educational programs to health providers and law enforcement agencies.
- Administers the statewide pseudoephedrine tracking database.

Website: <http://www.health.mo.gov/safety/bnodd/index/php>

Telephone: (573) 751-6321

Email: [bnodd@health.mo.gov](mailto:bnodd@health.mo.gov)

## **SECTION FOR CHILD CARE REGULATION**

The Section for Child Care Regulation licenses and regulates approximately 3,100 child care facilities in Missouri. The section licenses family child care homes that provide child care for up to ten children; group child care homes for up to 20 children; and, child care centers, dependent upon available space, staff qualifications and other requirements that impact children's health and safety. The section regulates license-exempt child care programs, which includes child care programs operated by religious organizations and nursery schools.

The section also:

- Receives inquiries from potential child care providers and provides consultation on the applicable rules.
- Conducts inspections to determine compliance with applicable rules.
- Monitors facilities to ensure ongoing compliance with rules.
- Reviews child care facility records to ensure required background screenings, CPR training and immunizations are met.
- Processes comprehensive background screenings for child care staff members in accordance with state statute.
- Facilitates licensing actions when the health and safety of children in licensed child care are threatened. The actions may include letters of warning or censure, denial of an initial license, probationary license, suspension or revocation, or immediate suspension of the license if there is a threat of imminent bodily harm to the children in care.
- Receives and investigates complaints on unlicensed persons providing care for more than six children, or more than three children who are under two years of age.
- Maintains child care inspections and substantiated complaints through the Show Me Child Care Provider Portal.
- The section's staff is located in offices in Jefferson City, Columbia, Macon, Springfield, St. Louis, Raytown and Cape Girardeau.

Telephone: (573) 751-2450

## **SECTION FOR LONG-TERM CARE REGULATION**

The Section for Long-Term Care Regulation conducts state inspections and federal surveys and investigates complaints regarding long-term care facilities. There are 1,183 long-term care facilities in

Missouri with more than 84,000 beds licensed and inspected by the section. Of the facilities, 512 are skilled nursing homes, 23 are intermediate care facilities, 317 are assisted living facilities, 331 are residential care facilities and 8 are long-term care units (skilled nursing facilities and intermediate care facilities) in hospitals. Five-hundred and twenty-two facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The section comprises the following units: Regulation and Compliance, Licensure and Certification and Quality Assurance and Education. The section's seven regional offices are located in Cameron, Macon, St. Louis, Poplar Bluff, Springfield, Kansas City and Jefferson City.

The section also:

- Conducts the Pre-Admission Screening and Annual Resident Review process required by OBRA'87 for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed.
- Conducts inspections and complaint investigations of Missouri's 13 habilitative facilities, which serve clients diagnosed with intellectual or developmental disabilities who participate in the Medicaid program.
- Conducts inspections and complaint investigations of Missouri's 141 adult day care providers for state licensing purposes.
- Provides construction plan review services to health care facilities regarding new construction and extensive remodeling projects. (The review services are for all types of health care facilities licensed by the department—ambulatory surgical centers, hospitals, psychiatric hospitals, adult day cares, etc.)
- Maintains the level-one medication aide register, certified medication-technician register and the federally mandated nurse assistant register.

Telephone: (573) 526-8524

## **MISSOURI HEALTH FACILITIES REVIEW COMMITTEE**

The Missouri Health Facilities Review Committee (MHFRC) oversees the Certificate of Need Program. The MHFRC comprises nine members, five of whom are appointed by the governor, two by the president pro tem of the Senate and two by the speaker of the House. The MHFRC is charged with addressing issues of health services need, access and cost containment. The Certificate of Need Program staff provides technical and administrative support to MHFRC.

The goals of the MHFRC are to review proposed health care services, contain health costs, promote economic value, evaluate competing interests, prevent unnecessary duplication and disseminate health-related information to affected parties.

Website: <http://health.mo.gov/information/boards/certificateofneed/index.php>

Telephone: (573) 751-6403

Email: [CONP@health.mo.gov](mailto:CONP@health.mo.gov)

## **DIVISION OF SENIOR AND DISABILITY SERVICES**

The Division of Senior and Disability Services (DSDS) serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation and administration of state-, federal- and community-based programs designed to maximize independence and safety for older adults and adults with a disability. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data.

Telephone: (573) 526-3626

Email: [DSDSDirectorsOffice@health.mo.gov](mailto:DSDSDirectorsOffice@health.mo.gov)

## **BUREAU OF SENIOR PROGRAMS**

The Bureau of Senior Programs provides oversight and technical assistance regarding funding and programming of the Older Americans Act to the ten [Area Agencies on Aging \(AAAs\)](#) in Missouri. The AAAs directly provide or provide access to programs and services to help keep older adults safe, healthy and independent in the environment of their choice. The bureau is also responsible for Missouri's [Senior Community Service Employment Program \(SCSEP\)](#) which assists individuals age 55 and older who are unemployed and low-income to obtain the skills and supportive services needed to help them become employed. The bureau also oversees several general revenue programs which help older adults, adults with Alzheimer's or other dementias and their caregivers, and older legal immigrants and refugees to access services to keep them safe and healthy in the environments of their choice.

Telephone: (573) 526-4542

## **LONG-TERM CARE OMBUDSMAN PROGRAM**

The Long-Term Care Ombudsman Program works to advocate for the rights of residents in long-term care facilities. An ombudsman is someone who "speaks on behalf of another." Through the work of regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging) and many volunteers, residents and their families receive assistance with questions and are empowered to resolve complaints. The program also provides educational forums and information to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727; toll-free: (800) 309-3282

## **SECTION OF HOME AND COMMUNITY BASED SERVICES**

The Section of Home and Community Based Services (HCBS) is designed to assist in meeting the unmet needs of individuals and provide necessary assistance to remain in the least restrictive environment. The Section receives referrals, completes individualized assessments and authorizes Person Centered Care Plans (PCCPs) for HCBS services. Individuals must meet eligibility requirements including nursing facility level of care to qualify for services. PCCPs are developed and authorized for service delivery to meet unmet needs identified and assist in achieving individualized goals. The services address the needs of individuals with functional limitations and assistance with activities of daily living. Service array includes Medicaid funded HCBS state plan and waived services based upon eligibility and need.

([208.865](#), [208.895-208.896](#), [208.900](#), [208.930](#), [660.023](#), RSMo)

## **BUREAU OF HCBS INTAKE AND PERSON-CENTERED CARE PLANNING**

HCBS Intake & Person Centered Care Planning Unit is where new referrals, care planning requests, and provider reassessment reviews for State Plan Services, Aged & Disabled Waivered Services, the Adult Day Care Waiver, or the Independent Living Waiver are processed. Referrals and requests are received via call center, online submission, and electronic mail.

### **Telephone**

Statewide: (866) 835-3505  
Southwest MO: (417) 895-6455  
Southeast MO: (573) 290-5781  
East Central MO: (314) 340-7300  
Northwest MO: (816) 889-2206  
Central MO: (573) 441- 6222

### **Online**

[Online Home and Community Based Services Referral Form](#)

[Online Person Centered Care Plan Request Form](#)

### **Electronic Mail**

Referrals: [HCBSCallCenterReferrals@health.mo.gov](mailto:HCBSCallCenterReferrals@health.mo.gov)

Requests: [PCCP@health.mo.gov](mailto:PCCP@health.mo.gov)

Reviews: [providerreassessmentreview@health.mo.gov](mailto:providerreassessmentreview@health.mo.gov)

<https://health.mo.gov/seniors/homecomservices/pdf/BHCS-EvalTeam.pdf>

## **BUREAU OF LONG TERM SERVICES & SUPPORTS**

The Bureau of Long Term Services & Supports (BLTSS) is responsible for the interpretation, development, implementation and maintenance of HCBS policies. BLTSS coordinates and develops policies and training materials to maximize efficiency and effectiveness in the provision of (HCBS). Policies are developed in compliance with state and federal regulations. Policy interpretation, technical assistance, and training is provided to DSDS staff, providers, participants, and stakeholders. BLTSS provides programmatic oversight in the administration of the Aged and Disabled, Adult Day Care, and Independent Living Medicaid Waivers in coordination with MO HealthNet Division (MHD). BLTSS also coordinates with MHD in the programmatic oversight of the Money Follows the Person (MFP) nursing home transition program,

Telephone: (573) 526-8557

Email: [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov)

Email: [Waivers.LTSS@health.mo.gov](mailto:Waivers.LTSS@health.mo.gov)

Email: [ReassessorTraining@health.mo.gov](mailto:ReassessorTraining@health.mo.gov)

## **BUREAU OF HOME AND COMMUNITY BASED SERVICES**

The Bureau is responsible for the administration and authorization of HCBS. Staff conduct assessments in the home to determine eligibility and conduct other activities as needed to manage supports for HCBS clients.

Telephone: (866) 835-3505

The Bureau of HCBS is comprised of individuals with expertise conducting assessments for HCBS for elderly and disabled individuals. This bureau is responsible for:

- Completing initial assessments and annual reassessments for individuals meeting nursing facility level of care.
- Developing a person centered care plan based upon individuals unmet needs.
- Authorizing care plans to support individuals in their homes and communities allowing them to stay in the least restrictive environment.

### Regional Map – Home and Community Based Services

Region 1 Jefferson City (573) 522-3333

Region 2 Sikeston (573) 748-5533 ext. 242

Region 3 St. Louis (314) 340-7335

Region 4 Kansas City (816) 889-2212

## **OFFICE OF HCBS BUSINESS INITIATIVES**

The Office of HCBS Business Initiatives is primarily focused on Organizational Development and Process Improvement. The office provides training on a number of topics including Disability Awareness, Interaction Management and Culturally and Linguistically Appropriate Services; develops and delivers customized training and presentations; and facilitates divisional Lean Six Sigma Process Improvements events. Additionally HCBS Initiatives works with departmental Operational Excellence team to improve interdepartmental processes as well as with departmental Diversity and Inclusion Workgroup to educate department-wide staff on Cultural Competence.

Telephone: 573-526-8574

Email: [Terry.Black@health.mo.gov](mailto:Terry.Black@health.mo.gov)

## **BUREAU OF HCBS SYSTEMS & DATA REPORTING**

The Bureau of HCBS Systems & Data Reporting is responsible for the development, implementation, and maintenance of HCBS Information Technology (IT) systems and managing HCBS program data. The Bureau works closely with BLTSS, BHCBS, and the Bureau of HCBS Intake & PCCP to ensure HCBS technology meets the evolving business needs of the program.

In addition, the Bureau is responsible for:

- The sharing of program data to HCBS team members, MHD, and community stakeholders;
- Coordinating with the Missouri Medicaid Audit & Compliance Unit (MMAC) to monitor provider enrollment, disenrollment, and changes of ownership;
- Operating the DSDS HCBS Quality Improvement / Quality Assurance Unit. The QI/QA unit collaborates closely with HCBS team members and provider reassessors to ensure quality, accurate assessments;
- Operating the DSDS HCBS Hearings Unit. The Hearings Unit collaborates closely with HCBS team members to ensure effective, clear communication with the Dept. of Social Services, Division of Legal Services (DLS); and



- Supporting DSDS' interest in special projects such as Electronic Visit Verification (EVV), LOC Transformation, the Missouri Medicaid Data Enterprise, and HIPAA incident monitoring.

Telephone: 573-526-8557

E-Mail: [DSDSWebTool@health.mo.gov](mailto:DSDSWebTool@health.mo.gov)

E-Mail: [HCBSDataRequest@health.mo.gov](mailto:HCBSDataRequest@health.mo.gov)

E-Mail: [QIQA@health.mo.gov](mailto:QIQA@health.mo.gov)

E-Mail: [HCBSHearings@health.mo.gov](mailto:HCBSHearings@health.mo.gov)

## SECTION OF ADULT PROTECTIVE SERVICES

The mission of the Section of APS is “to protect and support vulnerable Missourians impacted by abuse, neglect, &/or exploitation.” The role of staff in the Section for Adult Protective Services (APS) is to ensure the protection of elderly and disabled adults, who are unable to provide or secure services for themselves, by ensuring a safe and healthy environment. DSDS is mandated by statute to investigate all reported abuse, neglect, and exploitation involving disabled or elderly adults who are unable to protect their own interest. Statute defines an “Eligible Adult” as a person who is 60 years old or older, or a disabled adult age between 18 to 59 years old, who is unable to protect his or her own interests or obtain services which are necessary to meet his or her essential human needs. Statutes define disability as a physical or mental impairment which substantially limits one or more major life activities, such as, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. ([192.2005](#), [192.2400](#), [192.2415](#), RSMo.)

Telephone: 573-472-6695

## PROTECTIVE SERVICES UNIT

The Protective Services Unit is comprised of individuals with expertise in the provision of social services interventions for elderly and disabled individuals. This unit is responsible for:

- Responds to all reports of elder abuse, neglect and/or exploitation of non-institutionalized adults to ensure the safety of the eligible adult and to evaluate the validity of the report of abuse, neglect, or exploitation.
- Intervenes on behalf of eligible adults believed to be at risk of injury or harm by accessing health and supportive services as well as legal interventions when necessary.
- Provides educational outreach programs, informational training seminars and other related program activities to senior citizen groups & other community groups in an effort to increase awareness of the threat of abuse, neglect, and/or exploitation of elder citizens.

### Region 1 – Springfield

(417) 895-6454

### Region 2 – Dexter

(573) 624-8243

### Region 3 – St. Louis

(314) 340-7351

### Region 4 – Kansas City

(816) 889-2830

### Region 5 – Jefferson City

(573) 751-6914

## **SPECIAL INVESTIGATIONS UNIT**

The Special Investigations Unit is comprised of staff with expertise in criminal & administrative investigations. This unit does the following:

- Coordinates with local, state, and federal law enforcement entities on investigations of abuse, neglect, and exploitation of the elderly and disabled population of Missouri.
- Provides assistance with the investigation by assisting or providing resources to the agencies in order to produce a positive outcome for Missouri's vulnerable citizens.
- Provides educational outreach programs, informational training seminars and other related program activities to law enforcement agencies, prosecuting attorney personnel and other governmental entities in an effort to increase awareness of the threat of abuse, neglect, and/or exploitation of elder citizens.

Telephone: (573) 526-8771

E-mail: [SIU@health.mo.gov](mailto:SIU@health.mo.gov)

## **BUREAU OF APS INTAKE**

### **CENTRAL REGISTRY UNIT/ADULT ABUSE AND NEGLECT HOTLINE**

The Central Registry Unit (CRU) maintains the statewide toll-free telephone number (800-392-0210) as well as the online reporting system ([health.mo.gov/abuse](http://health.mo.gov/abuse)) for reporting alleged abuse, neglect or financial exploitation of persons age 60 and older and adults with disabilities between the ages of 18 and 59. The Adult Abuse and Neglect Hotline is available 7:00 a.m. to midnight, seven days a week, year-round. Reports of abuse, neglect or exploitation registered at CRU include those of individuals living in a community setting (such as a private residence or apartment), as well as those residing in state-licensed long-term care facilities (such as a nursing home or a residential care facility). The CRU also registers reports from other care settings such as hospitals or services delivered through state-contracted in-home service providers, home health agencies, hospice programs, other entities and certain state programs serving eligible adults.

The Missouri Shared Care Tax Credit Registry is maintained at CRU. Shared Care provides a state tax credit to help qualifying families offset the costs of caring for an elderly person age 60 or older.

Hotline: 1-800-392-0210

Online Reporting: [www.health.mo.gov/abuse](http://www.health.mo.gov/abuse)

## **BUREAU OF APS POLICY AND STAFF DEVELOPMENT**

Bureau of Adult Protective Services (APS) Policy and Staff Development is responsible for the interpretation, development, implementation and maintenance of Missouri's APS policies for staff who screen and investigate adult abuse/neglect/exploitation/protective services hotlines (pursuant to Chapter 192, RSMo.) Policy staff members conduct policy interpretations and technical assistance to APS staff, management, supervisors, stakeholders, and other interested individuals. Policies are developed in compliance with federal and state statutes, national guidelines including US Department of Health & Human Services/Administration on Community Living and the National Adult Protective Services Association.

Trainers provide skill building techniques primarily to APS staff, but also to other division/department staff in a variety of topics related to screening and investigating APS hotlines, as well as staff development and self-care.

Telephone: 573-526-0714

E-mail: [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov)

## **APS SYSTEMS UNIT**

This unit oversees the development, maintenance, enhancement and training of the information systems used for Adult Protective Services workload and record management. This unit also tracks statistical information and reviews data for statewide consistency and data compliance with state and federal requirements.

Telephone: 573-472-6695